

Responsibility

20

20



Elisa's verified responsibility report for 2020 is a statement of Elisa's non-financial information and an essential part of the transparency of Elisa's operations. The report forms part of Elisa's annual report, and it is connected to the other parts of the report: annual review, financial statements, governance and remuneration.

For more information on responsibility at Elisa, <https://elisa.com/corporate/sustainability/>

Contents

What sustainable development means to us	3
KPI's and performance in 2020	7
We enable safe digital environment for all	11
We promote equality	17
We act responsibly and ethically	23
We promote smart use of resources	27
GRI index and data	36



We communicate to our stakeholders information about our journey towards Elisa's sustainability targets based on our vision and on our actions to promote the UN Sustainable Development Goals.

RESPONSIBILITY IN COVID-19 SITUATION

In 2020, in an exceptional situation caused by the coronavirus (COVID-19) we implemented our mission and promoted the UN sustainable development goals by supporting the society in many areas together with all elisians.

PAGE 6



CARBON NEUTRAL TELCO

In 2020, we took a leap towards a sustainable future according to Elisa's mission, and became the first carbon neutral telco in the Nordics. The achievement was made possible by the long-term improvement of energy efficiency measures and utilizing emission compensation. The journey continues.

PAGE 27



SECURE DIGITAL ENVIRONMENT

Cyber security is a key element of our operations and of the quality of our services. During 2020 we developed in particular our management process of security vulnerabilities.

PAGE 11



EQUAL WORKPLACE

Internationalisation emphasises the importance of diversity both from our employees and customer encounters point of view. Elisians around the world see Elisa as an equal work place where everyone can be themselves.

PAGE 17

IMPLEMENTING OUR MISSION TOGETHER

We make our mission, a sustainable future through digitalisation, true together. In 2020 over 200 teams gathered in workshops to discuss how we promote our mission in our daily work.

PAGE 3

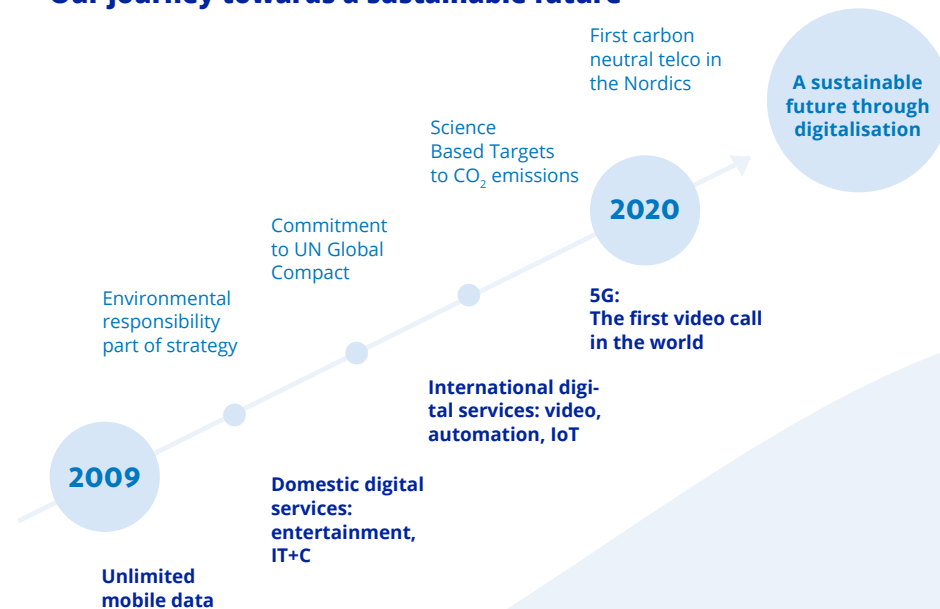
What sustainable development means to us

Elisa's mission is a sustainable future through digitalisation. For us, this means a secure digital environment, equality, doing business ethically and helping to curb climate change.

Our mission explains why our work is important and what digitalisation means to our customers and to society at large – whether it be climate impact, information security, equal rights or the challenges posed by the ageing population.

Our operations are guided by our shared values: customer orientation, responsibility, renewal, results orientation and collaboration. Our vision includes becoming a model of excellence, and our strategy focuses on persistent development of the customer experience and quality. With our business model, we ensure that our operations comply with our values and strategy.

Our journey towards a sustainable future



MEGATRENDS

- Aging population
- Secure connected world
- Climate change and resource scarcity
- Automation and AI



STAKEHOLDERS

- Personnel
- Customers
- Owners
- Social operators
- Partners



ETHICS AND VALUES

- Elisa Code of Conduct
- Elisa values: Responsibility, Customer orientation, Renewal, Results orientation, Collaboration
- Security policies and principles
- Human rights policy
- Code of ethical purchasing
- Anti-corruption and bribery policy
- Ethical principles for artificial intelligence
- Conflict of interest policy
- Data protection principles
- Environmental policy



In our main market areas, Finland and Estonia, we are a critical part of the functioning of society. Our business segments are Consumer Customers and Corporate Customers, and we serve more than 2.8 million customers and half of all Finnish companies. We also provide digital services on the international market.

Our business goal is to provide value and sustainable solutions for society and our customers in different industries. Combined with our business model based on unlimited data, our extensive network has clearly improved the opportunities of people in Finland and Estonia to use digital services and improved the competitiveness of their businesses.

Sustainable development as part of Elisa's business

For us, promoting sustainability means taking into account digital, social, environmental and financial perspectives in our operations. Based on these perspectives, we have worked with our stakeholders to determine our key responsibility themes. By promoting them, we can assist in achieving the UN Sustainable Development Goals, either by minimising negative impact (reducing the footprint) or by developing services to promote sustainable development (handprint) for our customers and stakeholders.

Digital

Securing safe digital environment for everyone



Social

Acting with empathy and promoting equality



Economic

Acting responsibly and ethically

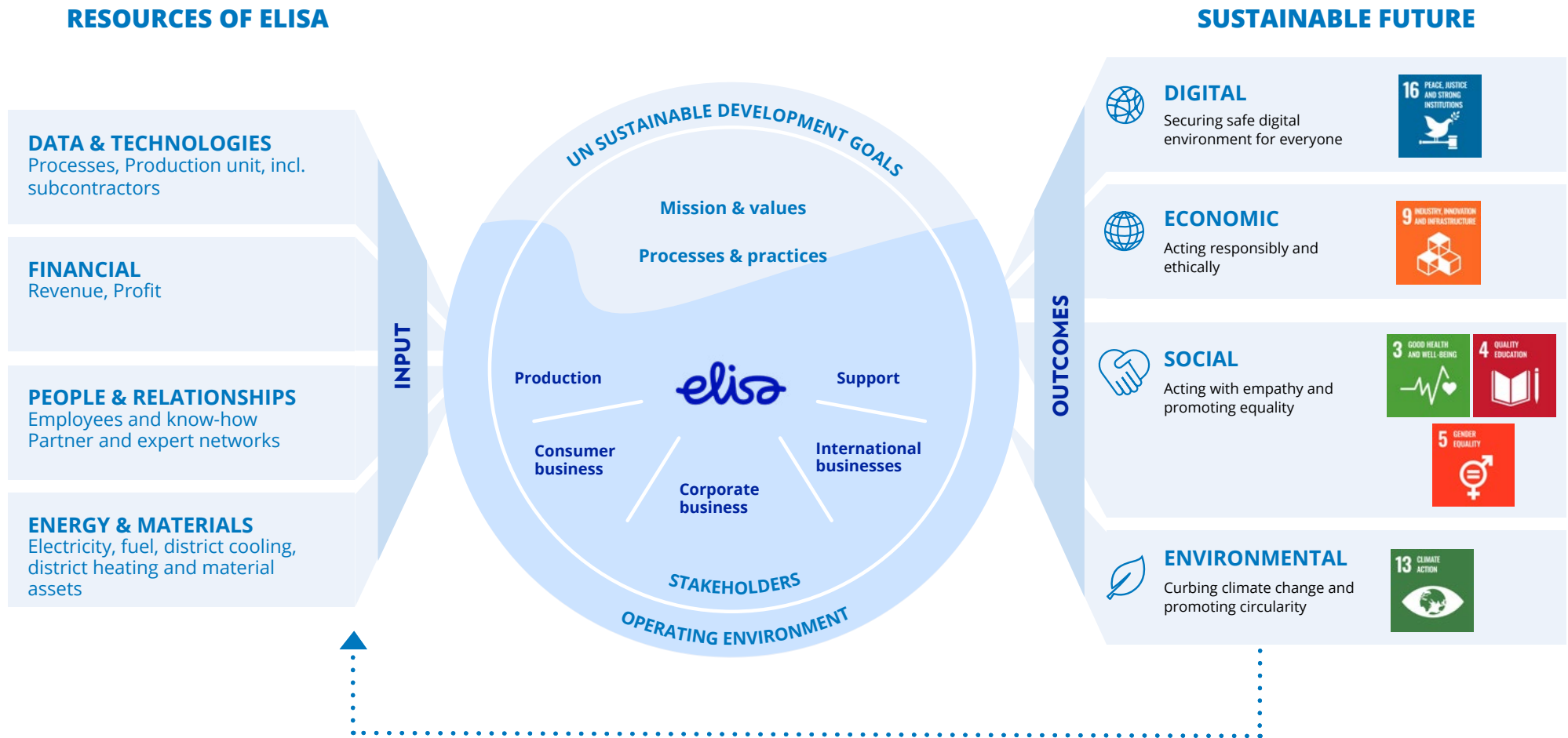


Environmental

Curbing climate change and promoting circularity



Elisa's sustainable value creation model



Responsibility during the exceptional circumstances caused by the COVID-19 pandemic

In 2020, in an exceptional situation caused by the coronavirus (COVID-19) we implemented our mission and promoted the UN sustainable development goals by supporting the society in many areas together with all elisians.

At the very beginning of the pandemic, we determined our main duties that would best assist Finnish and Estonian society through the difficult times:

- Handling our basic mission under all circumstances
- Assisting people in adapting to the difficult situation
- Creating new ways of supporting those in the weakest position

Reliable connections ensure the operational reliability of society in Finland and Estonia under special conditions, too. We monitor our network 24/7 and react as quickly as possible if the load in any specific residential area becomes too high.

Under these exceptional circumstances, we pay special attention to risk management to ensure the safety of our personnel and customers. Since the very beginning of the pandemic, Elisa has had a special working group to provide an accurate snapshot of the situation and the required actions.

When the pandemic started, we increased resources in e-services and online customer service, and we offered people more time to pay their invoices. We assisted our corporate customers in acquiring the tools, connections and operating models they required for working remotely, and we helped them build secure working environments.

We focused on supporting health care professionals, young people and entrepreneurs in the difficult situation by digital means. We offered our input in the development and deployment of the Finnish COVID-19 application, Koronavilkku, in the form of network data.

A variety of virtual events, courses and campaigns aided people in Finland and in Estonia in their everyday lives and cheered them up. ElisaLive, Elisa Elusii, the Pääsiäisilo event during which people were able to watch Elisa Viihde free of charge and webinar series Etätyön tehoviikot were highly popular, among others.

Leadership as well as open and interactive communication were especially important in the exceptional circumstances. Regular events where the CEO provided information to all employees, instructions on secure working, wellbeing courses and discussion forums, as well as informal events, such as virtual coffee breaks, assisted people in coping with the situation. We also came up with new ways to handle situations that require meeting other people. According to the personnel survey, 94 per cent of Elisa employees felt that they received enough information on the changes caused by COVID-19, and more than 85 per cent of the employees felt that working was easy.

For more information, please see the review part of the annual report and [Sustainability in exceptional situations](#).




“

Many entrepreneurs had to take a really fast digital leap due to the COVID-19 pandemic. Our long-term partnership with Elisa helped us to react quickly, and we were able to support businesses in this difficult situation. We arranged virtual courses and online guidance for working from home as well as the required tools, supported by Elisa's Yritysguru service. Together, we can assist Finnish entrepreneurs in overcoming these exceptional circumstances.”

Mikael Pentikäinen, President and CEO, Suomen Yrittäjät

KPI's and performance in 2020

<p>STAKEHOLDERS' VIEW ON ELISA</p>	<p>TARGET:</p> <ul style="list-style-type: none"> • Securing safe digital environment for everyone • Acting with empathy and promoting equality • Acting responsibly and ethically • Curbing climate change and promoting circularity 	<p>TARGET YEAR: Continuous</p>	<p>PERFORMANCE: 3.5/5</p>
---	--	---	---



DIGITAL

- Ensuring cyber security and privacy protection
- Driving accessibility and ease of use services
- Promoting ethical data management

TARGET:
100% of Elisa employees have completed data protection training¹
TARGET YEAR: Continuous
¹ Elisa Finland

PERFORMANCE:
73%

TARGET:
Cyber security in relation to cyber security index
TARGET YEAR: 2020

PERFORMANCE:
72%

TARGET:
Reducing the number of disturbances
TARGET YEAR: 2020

PERFORMANCE:
96%



SOCIAL

- Being responsible employer
- Ensuring responsible sales and customer communication
- Ensuring sustainable and ethical supply chain

TARGET:
Employee satisfaction
TARGET YEAR: 2020

PERFORMANCE:
93%

TARGET:
Customer satisfaction in relation to NPS (31) target
TARGET YEAR: 2021

PERFORMANCE:
93%

TARGET:
100% of Elisa employees have conducted Code of Conduct training
TARGET YEAR: Continuous

PERFORMANCE:
84%

TARGET:
Supply chain responsibility development
TARGET YEAR: Continuous

PERFORMANCE:
Supply chain audits performed and general development of sourcing activities including tools.



ENVIRONMENT

- Minimising our emissions
- Driving climate innovations with customers

TARGET:
Science Based Target (SBTi) (T1)
TARGET YEAR: 2025

PERFORMANCE:
100%

TARGET:
CO₂ emission savings
TARGET YEAR: 2020

PERFORMANCE:
99%



ECONOMIC

- Contributing value to society

TARGET:
Elisa's medium term financial targets

PERFORMANCE:
elisa.com/corporate/investors/

Operating model and stakeholder cooperation

Material aspects concerning responsibility at Elisa are regularly discussed and approved by Elisa's Corporate Responsibility Management Board, Elisa's Corporate Executive Board and the audit committee of Elisa's Board of Directors. Elisa's Board of Directors confirms and signs the annual sustainable development report, including the non-financial information.

In 2020, Elisa's Corporate Responsibility Management Board convened six times. Themed working groups met once every quarter.

To develop our operations, we carried out two stakeholder surveys: the first in the spring for decision-makers, and a second, more extensive one, for key stakeholders in the autumn. The surveys studied which themes our stakeholders deem most important and essential in Elisa's responsibility work.

According to the survey results, the respondents consider Elisa's role in society important, particularly as a provider of safe and reliable connections. Energy efficiency, the use of renewable energy and digital solutions to promote sustainable development were also considered pertinent. Other important aspects raised by the respondents included the wellbeing of employees, a responsible supply chain and anti-bribery operations.

Members of Elisa's executive management boards prepared an assessment of how effective the aspects raised by the stakeholders would be for Elisa's business functions. The results were discussed by the Corporate Responsibility Management Board, Elisa's Executive Management Board and the audit committee of the Board of Directors. The themes considered most impactful for stakeholders and the business will be turned into actions through Elisa's strategy.

Elisa corporate responsibility governance model



Materiality analysis 2020

● Environmental ● Economic ● Social ● Digital



Elisa's commitments and key development actions

Elisa is committed to the principles of the UN Global Compact and bears its responsibility for global sustainable development. We want to promote responsible business also through the UN Women's Empowerment Principles (WEP). The actions include

- Science Based Targets initiative (SBTi)
- Commitment 2050
- Energy Efficiency Agreement

We are a member of the Finnish FIBS Pro programme for active developers of sustainable business, as well as the Finnish corporate responsibility team of the International Chamber of Commerce, the Global Compact network in Finland and the Climate Leadership Coalition (CLC).

We were involved in an ICT and communications technology working group preparing a climate and environmental strategy convened by the Ministry of Transport and Communications, and the Making Data Part of CSR project of the Finnish Innovation Fund Sitra. In addition we have participated and continued discussion with our stakeholders through a variety of associations.

Over the course of the year, Elisa was involved in key responsibility indices, including MSCI, Sustainalytics, ISS-oekom, FTSE4Good and CDP. In the Sustainable Brand Index 2020 study, consumers ranked us as the most responsible company in our industry in Finland.

For more information about Elisa's memberships, please see <https://elisa.com/corporate/sustainability/management-and-stakeholder-dialogue/>

Key development actions

Promoting sustainable development starts with employees. Over the course of the year, 212 Elisa teams gathered in workshops where employees joined forces to develop our operating method based on our mission. Elisa has an internal tutor network tasked with supporting colleagues in continuous improvement. This year, tutors received training on sustainable development themes to promote our mission.

In 2020, we continued with the development actions laid down in our compliance programme, particularly in the following areas:

- Updating Elisa's Code of Conduct and updating personnel training
- Promoting operations in line with the anti-bribery policy by means of personnel training and risk assessments in Finland and Estonia
- Strengthening compliance actions in new business functions
- Establishing a working group to prepare an employee representative body based on the European Works Council to boost dialogue between employees and management

In autumn 2020, Elisa Estonia joined the Rohetiiger (Green Tiger) network in Estonia. The network shares best practices in sustainable development between the participating companies and assists the companies in developing their sustainable development programmes.

To honour the 75th anniversary of the UN, Elisa's Corporate Responsibility Management Board prepared video statements to demonstrate how the business functions concretely



“

At the mission workshops, we think about what makes our own work meaningful. For me, it is helping others – using my expertise and competence to assist customers and colleagues. The voluntary work that Elisa supports is also meaningful.”

**PIA TORMILAINEN, Solution Consultant/
eElisa Tutor**



Elisa's international Compliance Group ensures implementation of the compliance programme at the Group level. A culture where work is done right is of utmost importance in the international environment, and it offers us both competitive benefits and pride at being part of Elisa."

ANNA PARGA, Head of Legal

promote the UN Sustainable Development Goals. We participated in the UN's International Day of the Girl Child with Plan International by digitalising a photographic exhibition called Toivoa etsimässä (Looking for Hope).

For more information on stakeholder dialogue, corporate responsibility management, assessments and external initiatives, please see

<https://elisa.com/corporate/sustainability/our-approach/>

Risk management

Risk management, including the management of corporate responsibility risks, has been integrated into Elisa's business and management. Key risks in terms of climate change have been determined together with the Elisa business functions and the Executive Management Board, and discussed by Elisa's Board of Directors.

We have identified the following key corporate responsibility risks:

- Information security and privacy protection risks, personal data leaks, phishing and information security breaches involving personal data, in particular, as well as risks associated with the safety of products and services
- Responsibility risks involving non-discrimination, the availability of services and customer communication, including erroneous or insufficient communication
- Risks associated with personnel arrangements, outsourcing in particular; discrimination risks and risks associated with working conditions or equal pay
- Occupational health and safety risks, particularly those influencing the wellbeing of personnel and coping at work, as well as indirect occupational health and safety risks

in the case of maintenance or installation work done via subcontracting

- Potential human rights violations, such as violations pertaining to privacy protection, freedom of speech and workers' rights, discrimination, child labour or forced labour in the supply chain
- Risks associated with corruption or bribery, particularly in relation to the supply chain and customer relations
- Risks associated with the safety of products and services
- Risks associated with customer communication, including erroneous or insufficient communication
- The medium- and long-term climate risks that have the most impact on our operations involve, in particular, the reliability of our services as extreme weather conditions become more common.

For more information on risk management, please see the governance part of [the annual report](#) and <https://elisa.com/corporate/governance/risk-management>

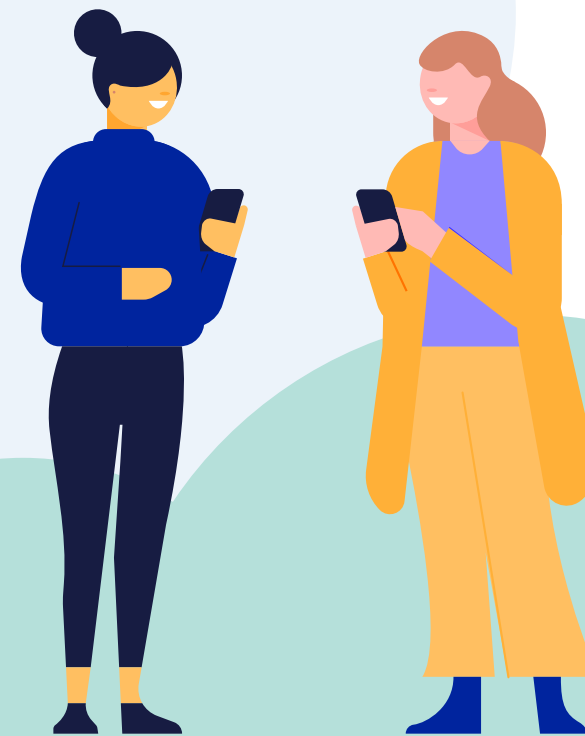
We enable a safe digital environment for all

Digitalisation brings us closer to each other. Everybody must have the opportunity to use digital services and to stay safe in the digital environment. We have an important role in enabling this and in the promotion of the UN Sustainable Development Goal of good governance.



We ensure the functionality and safety of the digital environment by, for instance, utilising the latest technology, maintaining our employees' top-class expertise and continuously developing the security of our network, devices and services.

In 2020, the COVID-19 pandemic further increased the significance of digitalisation, data and analytics. A significant increase in use and a variety of exceptional situations have been taken into account in the capacity of Elisa's network to ensure well-functioning connections and digital services for society. Elisa Digituki offers assistance in the digital challenges of everyday life, free of charge.



We provide digital services for customers and society

Our digital services assist our customers in resolving a variety of challenges and developing their operations. The solutions we offer are based on the capability of our core business and our long-term experience in the fields of data management, automation and machine learning.

We are a trailblazer in cybersecurity in Finland. Merely preventing threats is no longer enough, as detecting incidents and intrusions, reacting to them and quickly recovering from them are more and more important. These actions are the foundation of modern digital business.

“ A video robot developed in Elisa and HUS's Sustainable Future Accelerator innovation programme assists employees in treating COVID-19 patients at HUS.

We provide our corporate customers continuous cybersecurity services at the Elisa Cyber Security Center, which is a service independent of operators and device manufacturers that monitors the IT environments of several major Finnish organisations 24/7. The service enables comprehensive cyber monitoring of a variety of business environments.

Customers of Elisa Cyber Security Centre include Caruna and Wärtsilä. Elisa has been Caruna's data communications and IT infrastructure service provider since 2014. Elisa also maintains and manages Caruna's key electric power network distribution systems. In 2019, the cooperation expanded to include the services of Elisa Cyber Security Center. During the 18 months of collaboration with Wärtsilä, Elisa has provided comprehensive snapshots of cybersecurity threats, which have been made more detailed as time passes. The detection of threats, reacting to them and recovering from them have been developed, which has improved Wärtsilä's ability to guarantee its business continuity under exceptional conditions.

Examples of health care solutions

For a long time now, we have been developing digital services that utilise data and technology to support social welfare and health care services. In the exceptional circumstances caused by COVID-19, we implemented a solution for HUS Helsinki University Hospital, where Elisa's intelligent snapshots and anonymous data on the mobility of people are utilised as aids when managing the coronavirus situation by means of real-time forecasting of the progress of the pandemic.

Finnish legislation states that the home is the best place for everybody to grow old, for as long as possible. Elisa Digihoiva ensures that older people can live and move around safely in their homes and the immediate surroundings, and allows them to remotely participate in the lives of their loved ones.

We also provide remote monitoring services to improve treatment and enable self-care. Elisa Monipalvelujärjestelmä offers entertainment, information and communication services for young patients at the New Children's Hospital. Over the course of the year, the children used the apps and games more than 115 000 times. The system's chat feature was used in communication between health care professionals and families more than 32 000 times in the Family Nest Hotel at the Women's Hospital in Helsinki.

During the COVID-19 pandemic, Elisa Monipalvelujärjestelmä was developed so that keeping in contact with patients in special rooms at hospitals via video or audio connections is possible using the system terminals.

Elisa's Senioriapu service offers a single channel for the elderly to keep in contact with their loved ones and support networks. Elisa's Kouluapu desktop workbench of tools to support homeschooling was developed to support homeschooling and enable virtual communication between the home and school.

Elisa's Etäasiointi video and chat connections have enabled thousands of remote customer visits in the Hospital District of South Ostrobothnia.

The certified Elisa Navitas system, which is connected to Finland's Kanta patient information service, is used by health care professionals in connection with new patient data systems, such as the Apotti system, to supplement the overall view of patient care. Health care professionals use Navitas to view hundreds of thousands of patient documents and scan

results every month. In autumn 2020, we worked with HUS to implement the transfer of COVID-19 tests booked via the Koronabotti.hus.fi service to the Kanta service managed by the Social Insurance Institution of Finland (Kela). This ensures that patients who have had a COVID-19 test can view their results almost in real time via My Kanta.

Examples of international digital services

In addition to automation, which boosts efficiency and accuracy, machine learning and artificial intelligence offer huge opportunities to develop operating models, the use of data, services and the service experience

Elisa's Telecom Software business offers customers services that boost network efficiency and improve the customer experience of end users.

The benefits of Elisa's Smart Factory Management solution include optimised material flows that can be used to reduce transport, storage and processing costs and capital investments. The solution also assists in minimising the amount of waste and the required energy and floor space, which will reduce the carbon footprint and enable more efficient use of scarce raw materials. With the help of this solution, a manufacturer of electric car storage cells was able to reduce the amount of scrap by 15–19 per cent, and the production quality of an electronics manufacturer improved by 13 per cent.

We ensure secure digital environments

More and more often, various types of cyberattacks are affecting our customers, public organisations, companies and our employees. Cybersecurity is a key part of our operations and the quality of our services.

Elisa manages cybersecurity throughout its organisation with a separate steering group. In our security policy, updated



“

We currently have an international team working in Cairo and Stockholm that is in the process of developing a web app for Polystar customers. Starting a new project from scratch is a great experience and a major challenge.”

Salma Shawky, System Developer



“

We maintain the quality of our products by eliminating any software bugs without delay and ensuring that the products comply with the customer's wishes.”

**Mohammad Ossama,
System Developer**

information security policy and safety management model, we have defined the principles, roles and responsibilities that we follow in the development, maintenance and monitoring of security and data protection. The policies and principles of the different sectors are binding on our employees and subsidiaries as well as, via agreements, also on our suppliers and subcontractors.

Information security certifications are an indication of our investment in and commitment to the development of information security. Elisa has four certified information security management systems. Elisa's project management services are also quality-certified. In addition, Elisa has an IT service management certificate for one of its service management systems in the provision of IT user support services.

Our key principles include the development of our cybersecurity culture, transparency, clear communications, strong stakeholder cooperation, layered cyber protection and continuous development of our operations. We have partially automated compliance management (including supplier audits), for example. We promote cooperation and continuous improvement with internal cybersecurity drills and through cooperation with our customers and the authorities.

Over the course of the year, we continued with the development of our internal cybersecurity. In addition to regular online training, an automatic simulation-based phishing training course for Elisa employees and partners working in our operating environment assisted people in Elisa in identifying phishing messages and other email threats.

We increase the awareness of all people in Finland by actively communicating information on cybersecurity. During the year, we were involved in international cybersecurity awareness campaigns, produced several publications and arranged Elisa Cyber Community events.

Continuous development of Elisa's Cyber Security & Service Operations Center is at the core of our operations. We are improving our detection abilities in our different services and learning more about the latest attack methods by means of Purple Team Simulations. We are also capable of investigating data security breaches and more advanced attacks using our forensic capabilities.

We have invested in developing our process of managing information security vulnerabilities, in particular. We have clearly reduced the frequency of high-severity vulnerabilities and expanded our vulnerability hunting (Bug Bounty) programme. We rewarded 29 "ethical hackers" during the year.

Privacy protection is also a human right

Privacy protection is a fundamental human right. In compliance with our human rights policy, we use a high level of data protection in all of our operations to protect human rights.

We consider data protection principles whenever we process personal data during our operations. Our customers can easily check what data about them we process. In 2020, Elisa received more than 16,000 personal data inquiries.

Our employees and partners have received training on how to take data protection into account in their work, and we are all obligated to process as confidential any information included in the scope of privacy protection. We maintain and promote the expertise of our employees through our Data Protection Ambassador organisation and by means of data protection training, which is mandatory for all employees.

We have developed our partners' data protection operations in cooperation with them, utilising agreements, training and technical tools.

We continued blocking child abuse material (CAM) in Elisa's network. We also prevent online piracy based on information security and court rulings.



Tietoturva ry, Finland's largest association of information security professionals, selected Teemu Mäkelä, who is responsible for cybersecurity at Elisa, as Information Security Manager of the Year for 2020 as recognition of his work to promote information security culture.

Secure and continuously developing network

The digital environment offers major social and financial opportunities for society, our customers and the authorities. Utilisation of the digital environment requires a continuously developing and secure communication network.

We play a key role in ensuring the operational reliability of society in Finland and Estonia. Due to the high quality and coverage of its network, Elisa was selected as the sole radio network supplier for Virve, a new network for the Finnish authorities, for the next ten years. We ensure compliance with all regulatory obligations and targets in the industry. Most of our investments are targeted at the functionality of our network, new technologies, energy efficiency and improved availability.

Over the course of the year, we expanded our network to 64 locations (<https://elisa.fi/kuuluvuus/>). In addition, we achieved the highest speed ever in a commercial 5G network: 8 Gbps. The record was achieved at Elisa Kulma store in

cooperation with Nokia and Qualcomm. The record-breaking solution will be made available to our customers in the future.

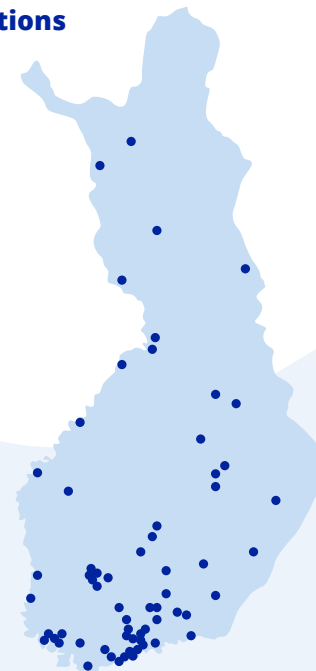
We ensure that all connections and services remain functional by means of active 24/7 monitoring, prediction and elimination of faults, and network modifications. Due to automation, there are significantly fewer disturbances in the Elisa network, despite the fact that the traffic volumes have increased many times over. We also actively communicate information about disturbances on our website.

According to the latest statistics from the Finnish Transport and Communications Agency (Traficom), there were no severe (class A) disturbances in Elisa network.

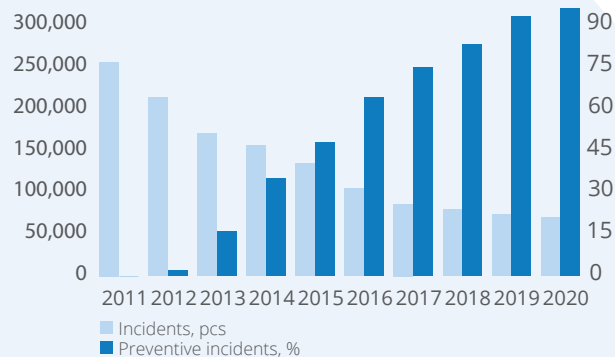


Kalle Lehtinen, Elisa's Technology Manager, was the second Finn ever to be included in Informa Tech's list of one hundred most influential persons. His speciality is 5G products, technologies and services.

Elisa's 5G locations in 2020



Elisa network incident management development



Network safety

We ensure safety and quality of our network by operating it ourselves and utilising automation developed by us. We are always searching for the best partners for our operations and comply with authority instructions in all of our operations.

During the year there were public discussions on the role of network technology suppliers and in December 2020 the Finnish Parliament approved new provisions related to national security of communications network devices in the critical parts of a networks. In Estonia the Parliament approved changes in the digital communications legislation regarding the national security requirements of communications networks.

The introduction of 5G technology has given rise to concerns about the safety of mobile technology. Decisions

made by Finnish and Estonian authorities on the use of technology are based on the results of international academic research. According to the research results, access points do not exceed the limit values set for electromagnetic radiation.

Elisa complies with all regulations from the Finnish Radiation and Nuclear Safety Authority (STUK) and other authorities. We cooperate closely with experts on electromagnetic fields and other operators in the industry.

We perform safety assessments on all of our new access points to ensure that the access points and their locations are safe for people and the environment. When constructing our network, we can use e.g. micro-trenching, which speeds up the work and reduces the disturbance to residents and traffic.

For more information about our digital responsibility, please see <https://elisa.com/corporate/sustainability/digital-responsibility/>



We promote equality

We want to promote a working environment where our diverse personnel, customers and partners can thrive, create something new and learn. Modern working methods improve wellbeing, the flexibility of work and equality. This way, we can do our part to promote the UN Sustainable Development Goals of health and wellbeing, good education and gender equality.



We are an important employer in our main market areas, Finland and Estonia. We directly and indirectly employ thousands of professionals all around the world as the result of our internationalisation. In the ever-changing working environment, it is important

that all our employees feel that they are safe, heard, and treated fairly and respectfully. Good management and the development of training skills, as well as investments in working methods and the corporate culture, are required from us to achieve this.

We have millions of physical and virtual interactions with our extensive clientele each year. We aim to create genuine, easy and effortless interaction to promote the principles of equality and non-discrimination.



Everybody is entitled to be treated with dignity. Human rights are the foundation which guarantees that everybody can lead a valuable, independent life without any abuse, discrimination or violations of their privacy. We work to promote these rights in our operations and our operating environment.

Working culture creates safety and wellbeing

We are a pioneer in promoting a flexible way of working, which is a key part of our working culture: Elisa Ideal Work. Flexible ways of working allow for alternation between work and free time. We support this approach by means of varied, environmentally friendly working solutions and facilities.

The ever-changing work and operating environment require continuous development of operations, and both the employer and employees must bear their responsibility for wellbeing at work. Trust, open interaction and jointly agreed clear goals are at the core of operations that support wellbeing and flexibility of the organisation.

Our management principles are based on shared values and targets, clearly defined goals and a coaching leadership approach. Daily management and regular discussions between supervisors and employees are key parts of management at Elisa.

The COVID-19 pandemic has proven that the persistent development of flexible ways of working is a significant advantage to Elisa and its employees. Despite the restrictions on mobility, our employees have been able to carry on working safely, thanks to the remote working culture we have adopted. In management, we have focused especially on actions that improve coping at work and wellbeing in a remote

working environment. We have also improved occupational health and safety in our offices.

Furthermore, we have ensured by means of effective communication and regular CEO's reviews that the employees are aware of the effects of the pandemic on their work and our operations.

Feedback is an integral part of the development of working methods. We have been measuring the job satisfaction of our employees since 2005, and we have succeeded in improving the survey results each year through systematic development and targeting of development actions based on the feedback obtained. The rating in 2020 was 93 per cent.

Despite the pandemic, our employees continued with their active voluntary work. Each Elisa employee has the right to spend one working day a year on voluntary work, and the employees were also involved in Red Nose Day, as in years past.

Together with the association Hope – Yhdessä & Yhteisesti, we again arranged a Christmas drive where Elisa employees could purchase a present for a child or young person named by the association. Elisa employees donated more than EUR 100,000 of their Christmas, service year and birthday bonuses to Hope, the Finnish Association for Nature Conservation, the Tukikummit Foundation and ShedHelsinki.

For more information on the activities of the personnel in 2020, please see [the personnel review section of the annual report](#).



As an indication of our good people management, the development of our management culture and the promotion of flexible working solutions, the Estonian Human Resource Management Association PARE named Kaija Teemägi from Elisa Estonia as Estonia's most influential HR manager.

Equality and non-discrimination

Internationalisation further emphasises the significance of equality for Elisa in terms of a diverse employee base and customer interaction. We can improve wellbeing at work, profitability and customer satisfaction by considering and cherishing diversity.

We want to create a working environment where nobody is discriminated against or treated unfairly due to their gender, race, age, religion, language or nationality. This is one of our key principles and an ethical standard that also applies to advertising and marketing.

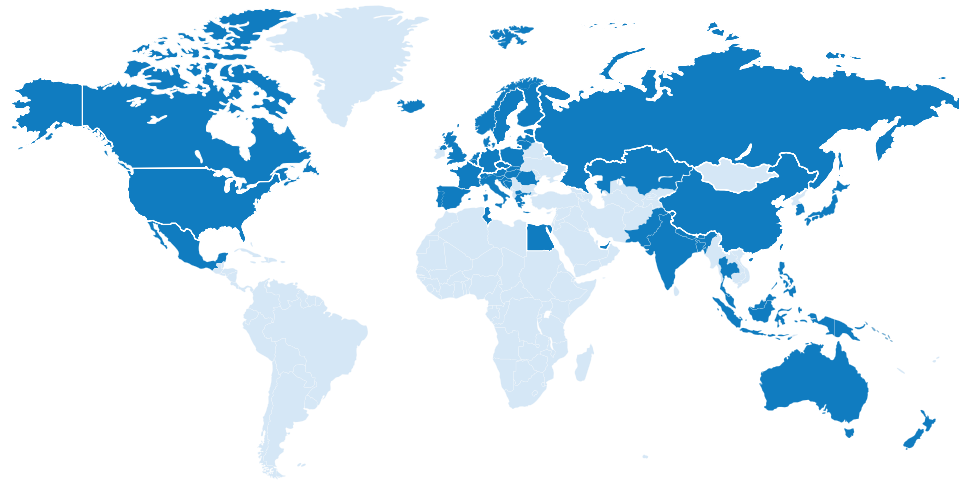
Elisa's equality working group monitors and oversees compliance with the equality and non-discrimination principles. We treat all our employees fairly and with respect during recruitment and at the end of employment in terms of job opportunities, salary and career opportunities. We do not tolerate any form of bullying or harassment, sexual or otherwise.

We annually assess the achievement of our non-discrimination and equality targets as part of our resource index survey. Elisa employees felt that non-discrimination was achieved at Elisa and that they could be themselves at work. The rating was 93 per cent.

The equality and non-discrimination working group focused on promoting women's careers and making recruitment and communication more equal. Reporting at the company level was developed over the course of the

year to be able to better identify shared development targets involving women's careers and salaries, among other themes, at the level of Elisa overall, as well as in the local subsidiaries. In cooperation with a third party, we arranged inclusivity training for marketing and recruitment experts to develop our expertise and operations. During Elisa Week, we also arranged internal training and discussion events in Finland on gendered use of power and workplace discrimination, based on the Yksittäistapaus ("Isolated Incident") campaign.

Together with other teleoperators, we participated in Pride, Finland's largest human rights and culture event, to celebrate human rights and all the colours of the rainbow. Our partner Tata Consulting Services arranged the traditional India Day in a virtual format.



16
Locations in
different countries

23 %
elisians working
outside Finland

**Countries with more
than 10 employees:**

Finland
Estonia
Sweden
Spain
UK
Singapore
USA
Russia

Safe working environment

Work safety became an even more important theme in the development of the wellbeing of our personnel. Our employees and partners have the right to work in a healthy and safe working environment, both at the office and when working from home. When the COVID-19 pandemic started, we took out an extra remote working insurance policy for our employees in Finland.

We started extended remote working in March and instructed our employees to ensure that customer interaction is also safe. We distributed face masks to all employees to ensure the safety of commuting and work done at the office. Social distancing and proper hand hygiene have been taken into account in all of Elisa's facilities. Working at the office has been possible with the help of social distancing and the use of face masks while in shared premises. We added a mobile feature to Elisa's digital navigation guide (Elisa Reittiopas) to allow people to easily book a workstation with proper ergonomics. We also supported the ergonomics of employees working from home during the pandemic. Employees were able to borrow computer terminals, for example, to make working more fluid.

Good accessibility in our facilities allows all employees to easily participate in work. The development of accessibility is part of the development of a sustainable, safe and equal working environment. We continuously perform development

actions based on internal audits and feedback from employees.

All of us are responsible for the work community. Employees can report observed risks through our internal risk reporting channel, which is also one of the tools used in development of the working environment.

We have a zero-tolerance approach to workplace harassment and discrimination. We promote wellbeing at work and occupational health and safety by means of daily management and early intervention.

We cooperate with our partners and other companies in the industry to improve occupational health and safety, particularly in maintenance tasks related to data communication.

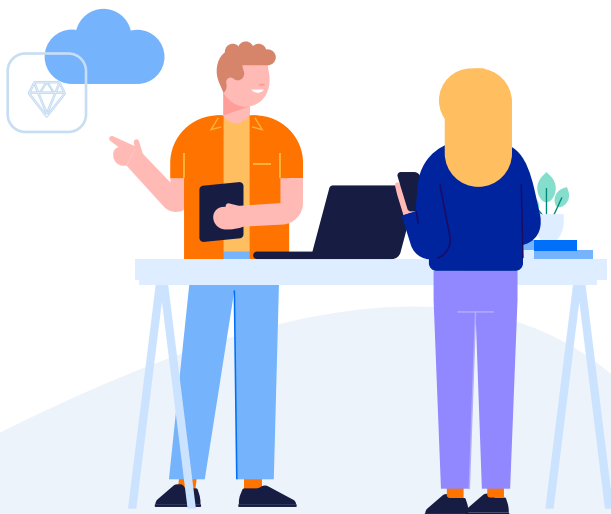
We offer health care services to all our employees. What is covered by the health care services in Finland clearly exceeds the Finnish statutory requirements for occupational health care. To support our employees in taking care of their wellbeing, we offer varied sports and cultural activities, as well as training and other activities. We have increased our virtual wellbeing offering due to the pandemic.

We want people to retain and develop their professional skills when they are working at Elisa. We take care of the employability of our employees through learning, in particular. In development discussions, we focus on the planning of learning, and we use various means to promote learning, such as retrospective meetings and process walk-throughs. Citizen Developer, a project that was launched in 2020, is a practical



By introducing understanding about people and technology through research and analytics, we support the making of knowledge-based, people-focused, inclusive and ethical decisions. This allows us to continuously improve our services, user satisfaction and customer loyalty, as well as to create experiences that bring joy and value to the users."

Viet Ba Hirvola, UX Research & Data Analyst



“

The panel is great! I feel like I can actually have an effect on something. But most of all, I more often submit feedback on services than I would if I had to separately call or send an email to the customer service – after all, you often think that things will improve if you just bear with them for a while.”

A member of the Elisa consumer panel

example of learning new digital skills and the development of operations. Digital skills are an important part of the work done at Elisa, now and in the future. The purpose of Citizen Developer – a robot for all employees is to provide Elisa employees the opportunity to learn the basics of robotic process automation (RPA) in order to automate routine phases of their own work and to improve their opportunity to influence issues, which will further improve customer satisfaction. The introduction of RPA has saved more than 700 person-days per month. We also support our employees during changes in their careers. For more information, please see the personnel review section of the annual report.

Customer understanding provides better services

We have thousands of interactions at the customer interface every day. It is important for us to ensure that each interaction is easy and safe for the customer.

In order to develop our services and operations, we are continuously engaged in a dialogue with our customers by requesting their feedback through a variety of customer satisfaction surveys. We also use regional panels operating in Finland. They consist of representatives of our stakeholders and offer us valuable feedback for the development of our operations.

A profound understanding of the needs of our diverse clientele is a prerequisite for the continuous development of our services based on the changing needs of our customers. The current social changes impose requirements on our services, products and communication at the customer interface. Such changes include multiculturalism due to globalisation, the ageing population, sustainability

requirements and the increasingly rapid changes in media and communication services caused by digitalisation.

Successful customer interaction and secure services that are easy to use are key issues when developing the customer experience. Key themes in 2020 included quick service, the functionality and reliability of Elisa’s network, sufficiently fast connections, suitable products and pricing, caring for existing customers and ensuring easy deployment of services.

Due to the COVID-19 pandemic, we paid special attention to remote customer service by establishing a virtual store, by offering support for the use of our online services free of charge, as well as by boosting our nationwide home delivery system and safe store pick-ups. Customers can study our services live, but virtually, in the Elisa 5G Showroom. We also enabled virtual live visits to our network management centre and IT service production for our corporate customers.

The remote support feature of our Omaguru service offers our customers assistance in setting up and troubleshooting all of their devices. Yritysguru provides the same assistance to businesses. We improved the availability of our services and introduced the Omaguru Seniori service, where our customers are assisted by senior customer service agents.

As part of Omaguru, Elisa has offered the Kotituki service, realised by Elisa’s subcontractor Suomen Kotidata Oy. In a legally valid judgment, the Labour Court found that the correct collective agreement for Kotidata is the commercial sector collective agreement, but a dispute regarding the collective agreement caused a strike that also involved Elisa’s personnel late in the year. Elisa respects the Labour Court’s judgment, and Elisa is obligated to ensure that Kotidata complies with Elisa’s ethical buying principles. To ensure this, Elisa started an open dialogue with Kotidata.

Due to defects detected in telesales, we implemented corrective actions at the beginning of 2020 to ensure that all

customer interactions comply with Elisa's Code of Conduct and values.

Key goals in our service design are easy access to services, accessibility, security, profitability and experiences. We aim to design services based on the needs of the most challenging customer in order to ensure that the services are accessible to everybody (Design for All).

We regularly assess the ways in which customers use our services in a multi-channel service environment (phone, online, stores). We gather more information to increase

“ In collaboration with a national project, Non-toxic – non-discriminating gaming culture, we promote an open and safe hobby free from any hate speech or harassment.

our understanding by observing customers when they are actually using the services at home or at the store, by inviting customers to Elisa for interviews and user tests, as well as by allowing them to participate in development through our Elisa consumer panel (Raati), which consists of 974 customers.

The positive development was reflected in our Net Promoter Score (NPS) customer satisfaction indicator. Elisa's NPS improved yet again from the previous year to 28.8 (28.0).

Collaboration increases effectiveness

Participating in social dialogue is important for Elisa. We are engaged in persistent work towards the wellbeing of young

people, in particular. During this unusual year, we have focused our social projects in resolving the challenges caused by the pandemic.

More than 2,000 children have already studied the wonders of the digital world and learned the basics of programming in our digital schools. We arranged virtual digital schools in the autumn. We conducted 5G trials in schools in order to increase our understanding of the utilisation of the new technology in a variety of services from the perspective of teaching. In schools in the city of Turku, we studied how

technology allows students to remotely attend a study trip, a work practice programme or coeducation with another school class. At an upper secondary school focusing on media in Helsinki, we used a solution combining a 5G connection and sharp, real-time video images in the teaching environment. Together with Suomen Yrittäjät and local entrepreneur associations, we supported entrepreneurs in remote working by offering them training and personal guidance. In the spring, we offered Microsoft Teams to entrepreneurs free of charge for six months. During Entrepreneur Week, entrepreneurs could book a meeting with an Omaguru assistant free of charge. Omaguru assistants also provided advice to entrepreneurs on Facebook through the Yrittäjät

#ostapieneltä (“support small businesses”) group. We arranged after-work events for entrepreneurs to encourage them to develop their business online.

To celebrate the year's International Day of the Girl Child, Elisa digitalised Plan International's photographic exhibition called Toivoa etsimässä (Looking for Hope), which – in addition to gender equality and girls' rights – addresses a theme that is important to Elisa: climate change. Once digitalised and provided with English subtitles, the exhibition can reach a larger target group. Click [here](#) to see the exhibition.

Elisa is an important sponsor of ShedHelsinki. A musical theatre project that has operated in Finland for several years, ShedHelsinki promotes the versatility of theatre for children and the young. So far, the project has allowed hundreds of children and young people from a variety of backgrounds to participate in a professionally produced musical theatre performance as their unique selves. Due to COVID-19, ShedHelsinki changed its training practices quickly in the spring of 2020, and all meetings were arranged in virtual rooms using the Elisa Videra videoconferencing tool. Despite the physical distance, the participants were able to get closer to each other. Watch a [video](#) about ShedHelsinki's remote connections.

Elisa has been a partner of Red Nose Day, a charity for children, for eight years now. We offered connections for donating calls and text messages for the main Red Nose Day event and donated EUR 10 for each phone sold during the day to the charity.

As most of our employees are now working from home, we donated fruit from the breakrooms of all Elisa offices to the different HUS hospitals and to Hope – Yhdessä & Yhteisesti.

Read more about our social projects on the corporate [responsibility website](#).



We act responsibility and ethically

By acting responsibility and ethically, we provide added value to society and our stakeholders internationally. We are Finland’s leading operator investor and our industry’s largest payer of corporate income tax. We employ thousands of professionals, and our supply network consists of more than 5,000 partners. We do innovation with new start-ups and are engaged in international research cooperation.

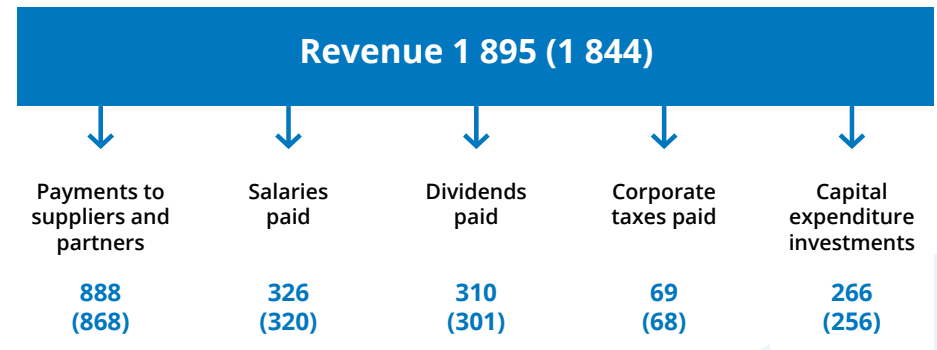


During our 140 years of history, Elisa has become an important social player in its main market areas, Finland and Estonia. Increasing productivity, expanding our digital services internationally and creating value with data, as well as our strong

investment capability, enable the creation of value, of which a major part is redirected to benefit society.

Our focus on the technologies of the future and our unique operating model have also been successes from the financial perspective: the total return on Elisa’s shares has been 2,092 per cent in 2003-2020. Our strong financial performance enables sustainable development and provides value to our stakeholders and society in the long term.

FINANCIAL EFFECTS 2020 (2019), EUR MILLION



Largest operator investor in Finland

We are the largest Finnish operator investor, and we develop vital data communication infrastructure in Finland and Estonia for the growing needs of the digitalising society.

We annually invest some 12 per cent of our revenue in networks and services. These continuous investments ensure comprehensive, high-quality connections, pioneering technological development and environmentally friendly operations and services.

We also make major investments in our new digital services internationally. The focus areas of our digital service business utilise the capabilities of our core business functions and offer us an opportunity to grow.

Producer of Finnish cultural content

Elisa is one of Finland's largest producers of drama shows. We have launched more than twenty original TV series that have also been sold internationally. In 2020, our calculated cultural

footprint amounted to EUR 39 (40) million (including direct content purchases, mainly from Finnish parties, and payments to producers, authors and copyright organisations).

The use of streaming services is experiencing major growth. We have signed a cooperation agreement with the leading streaming service company of the Nordic countries, NENT Group, and now we can offer people in Finland a unique combination of top-notch content – Finnish and Nordic original TV series, in particular – through Elisa Viihde Viaplay.

We play a key role in the promotion of esports in Finland. Professional esports is a growing industry: according to Pelaajabarometri (a gamer barometer funded by the Academy of Finland) gaming gained popularity during the lockdown, and up to 19.6 per cent of people in Finland watch real-time esports online. Esports provides jobs for young people, allows them to develop new competencies and engages gamers in virtual social interaction.

We employ people and pay our taxes in Finland

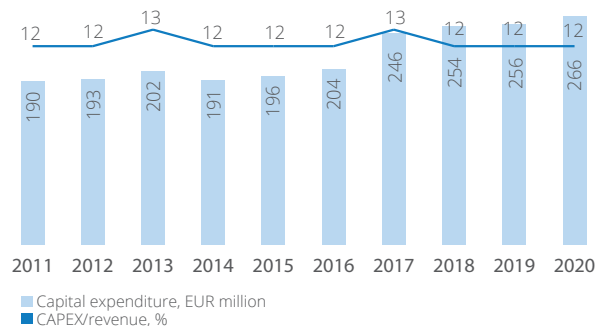
Directly and indirectly via our partners, we employ thousands of people in Finland and in 16 other countries. In 2020, we paid EUR 326 (320) million in salaries and social security expenses.

We are 5th largest taxpayer in Finland. Our share of all the corporate taxes paid by telecom operators in Finland is 70 per cent (according to the confirmed tax data for 2019). The taxes paid and accounted for by us in 2020 totalled EUR 484 (457) million. We pay corporate taxes to the state and a total of 36 municipalities all around Finland.

We pay direct and indirect taxes in compliance with all laws and regulations in all our operating countries. In Estonia, which is part of our main market area, companies only pay corporate income tax if they pay dividends to their owners. Elisa's subsidiaries in Estonia have not paid any dividends to the parent company.

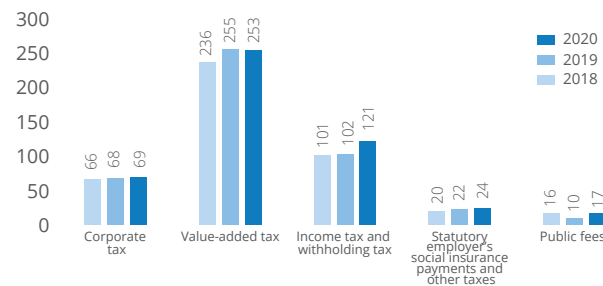
Elisa's owners also benefit from the financial success. Elisa has some 176,000 owners, more than half of which are Finnish households and institutions. Our largest owners are Solidium Oy, a company owned by the state of Finland, and Finnish pension insurance companies. I Elisa Corporation's Annual General Meeting on April 2, 2020 decided on a dividend of EUR 1.85 (1.75) per share. The dividend payment started on April 15, 2020 and the total amount was EUR 296 (280) million.

Elisa's capital expenditure 2011–2020



Elisa's taxes

EUR million





We work with more than 5,000 suppliers and subcontractors. Elisa's responsible sourcing working group improves the responsibility of our equipment and product supply chain together with the business functions."

Anni Kunnaala, Procurement Manager

Responsible procurement and partnerships

Responsible purchases and procurement are an important part of our responsibility work. Together with our suppliers, we want to become better and more competitive in our industry in order to build strong partnerships, provide more value and boost innovation to benefit all the parties involved.

Over the course of the year, we launched a comprehensive procurement reform, which also covers procurement processes and tools. The renewal of procurement will provide value through digital pathfinding and top-notch management of the supplier network. Our internal responsible sourcing working group improves the responsibility of our equipment and product supply chain.

Most of our procurement involves electronics and IT hardware, networking-building equipment and a variety of services, mainly from the EU, but also from outside the EU to some extent. Around 80 per cent of Elisa's purchases are from Finnish partners. In 2020, we paid EUR 888 (868) million in fees to our suppliers and subcontractors.

In responsibility issues related to procurement, we want to manage risks associated with social problems, in particular, such as child labour, poor working conditions and forced labour. Particular environmental risks include excessively high manufacturing emissions and the processing of waste. Business ethics risks involve corruption, in particular.

Elisa takes part in the international Joint Audit Cooperation (JAC) of telecom operators. JAC aims to improve responsibility and transparency in supply chains by means of social and environmental responsibility audits and supply chain audits performed in accordance with jointly specified criteria.

The JAC collaboration and our local procurement office in Hong Kong promote the management of supplier relations, our auditing capability and our knowledge of the industry's best practices in supply chain responsibility.

A total of 76 responsibility audits were performed in 2020. The audits did not lead to any partners being rejected. During the audits, we identified a variety of deficiencies to be corrected, involving topics such as occupational health and safety, the environment and working hours. Monitoring of related development actions will take place in accordance with the JAC operations model.

We use subcontractors in the building and maintenance of networks in Finland, and also to some extent in Estonia. We manage and improve occupational health and safety practices and working conditions together with our subcontractors by using a supplier portal, for example. In Finland, we also collaborate with other parties in the industry to improve guidelines and regulations.

Over the course of the year, 25 accidents took place during construction and maintenance by our main partners. These accidents led to 59 days of absence from work.

For more information on the management of responsible procurement and Elisa's ethical procurement principles, see our [responsibility](#) and [supplier websites](#).

International research cooperation

Our business includes the creation of successful and sustainable services and digital society in collaboration with start-ups and academia.

We started active cooperation with a programme run by the Finnish Center for Artificial Intelligence in 2019. The goal is to use high-quality research to achieve the world's best AI solutions, which are a critical part of our business. We actively continued with the collaboration in 2020, developing Elisa's top-class automatic [speech recognition system](#).

Through the HPY Research Foundation, every year we support scientific research, teaching and development work in telecommunications technology, telecommunications and data communications. By 2020, the HPY Research Foundation had granted over total of EUR 1.1 million in scholarships, mainly to researchers preparing dissertations and theses at different universities. The library of the HPY Research Foundation consists of 127 dissertations and theses.

Innovations with startup partners

Elisa has extensive experience in the development of new services with startups. We are an agile partner that is easy to approach, and we are committed to sustainability and social responsibility.

In 2020, we had more than a hundred ongoing partnerships with startups. The goal is to create business that benefits both parties, and we can be an early-phase customer or distribute the startup's products or services through our sales channels.

Together with HUS Helsinki University Hospital, we launched the international, fully virtual Sustainable Future Accelerator programme. We choose our development targets based on the UN Sustainable Development Goals. The solutions of the startups we have chosen involve health and wellbeing, education, industry and innovation, building broad-minded societies, and mitigating climate change, among other themes. We search for solutions using cutting-edge technology, such as Elisa's extensive 5G network, the IoT and AI. Elisa supported startups in piloting and scaling up solutions during the Sustainable Future Accelerator.

In the autumn, we started pilot project collaboration with the leading non-profit startup campus in the Nordic countries, Maria 01.

A Finnish language speech recognition system developed by Elisa improves customer service. Thanks to close cooperation between Elisa and Aalto University, Finnish-language speech recognition is more accurate than with solutions based on technologies created by global players. The speech recognition solution is already being used by Elisa's customer service, and the first of Elisa's corporate customers are piloting the use of the solution in their own operations.



A special highlight of the Elisa Sustainable Future Accelerator has been the collaboration between Elisa, Helsinki University Hospital and the US startup OhmniLabs. Together we were co-creating a video robot called Murffi, deployed on the HUS COVID-19 Ward to support and protect nurses from the virus. The COVID-19 care unit has already gained significant material savings as also receiving positive feedback from both health care workers and patients."

William Hammersley, Startup Lead

We promote smart use of resources

Our persistent environmental responsibility work based on our mission focuses on climate. We are committed to the climate targets of the Paris Agreement. We already achieved our carbon neutrality goal in 2020, and are actively searching for solutions to further reduce emissions. With these actions, we are also promoting the achievement of the UN Sustainable Development Goal on climate action.



We are committed to continuing our work to reduce our carbon footprint to further reduce the need for carbon offsetting.

In addition, we will continue to pay more attention to emissions outside of Elisa's core functions (Scope 3) throughout the supply chain by, for instance, promoting the circular economy.

We will increase our carbon handprint by offering our customers sustainable digital solutions that allow them to use resources more smartly and to be more climate-friendly.

Persistent work enabled us to become carbon neutral in 2020

We became carbon neutral by identifying our key climate impacts and consistently implementing energy-saving actions in our business since 2009. We did not start carbon offsetting until after this, in 2020.



Elisa uses only renewable electricity in Finland and Estonia, after which we compensate for remaining direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions, as well as waste, business travels, and commuting (Scope 3). This carbon offsetting happens through a project for improved cookstoves in Uganda, compliant with the Gold Standard ([Uganda GS ID: 447](#)), from which Elisa for 2020 has retired 5770 tCO₂ as compensation. The project reduces global greenhouse gas emissions and promotes the UN Sustainable Development Goals. By supporting the procurement of more energy efficient cookstoves for families in Uganda, we can reduce the need for firewood and the local eradication of forests. Indirectly, the project also assists in improving the position of women and children and reduces the incidence of chronic respiratory diseases in poor communities.

We are investigating different options for our carbon offsetting portfolio, and we also believe that other climate actions with different partners play a key role. We are also systematically searching for means to further reduce the offset share.

For more information on the calculation basis of Elisa's CO₂ emission indicators and environmental policy, please see the description of Elisa's [environmental responsibility management system](#).

Elisa's actions to help curb climate change

As part of our mission – a sustainable future through digitalisation – we have worked on climate change as a separate strategic theme. As a result of this work, we updated the recommendations in Elisa's climate strategy and committed to becoming carbon neutral in 2020. This work also laid the foundation for an updated risk and opportunity assessment in the field of environmental responsibility.

Monitoring the operating environment

We use strategic foresight to understand phenomena occurring in our operating environment, such as megatrends that nobody is able to directly influence. This allows us to verify our ability to adapt to the risks related to climate change.

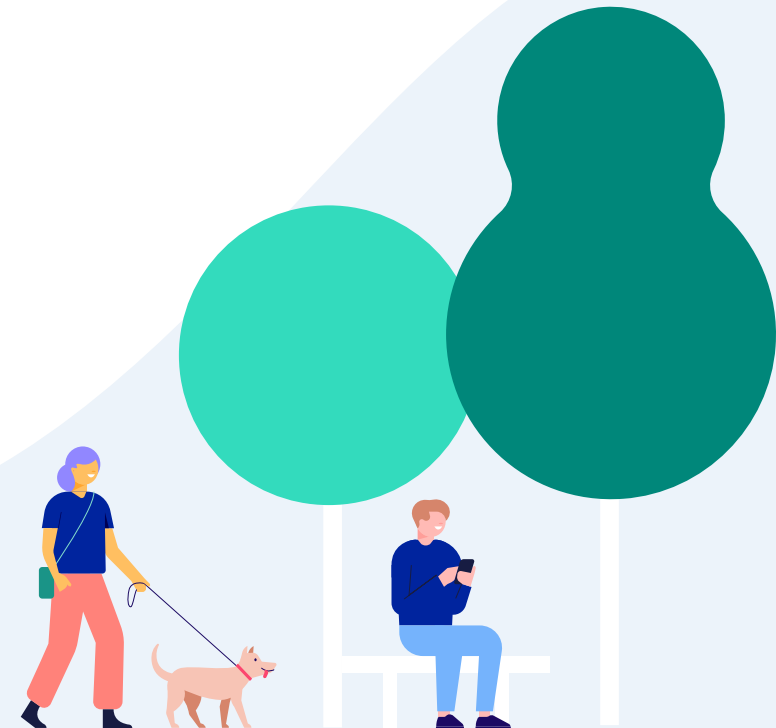
Elisa was one of the first Finnish companies to determine its climate targets in compliance with the requirements of the Science Based Targets initiative (SBTi). The targets are in line with the 1.5-degree target agreed at the UN Paris Climate Change Conference.

By 2025, we plan to reduce emissions from our own operations (Scope 1 and Scope 2) by 50 per cent from the 2016 level, as well as to reduce our emissions linked to travel and waste and emissions from our supply chain (Scope 3) by 12 per cent.

As part of the strategic theme on climate change undertaken in early 2020, we updated our operational risk assessment based on the probability of risks and a financial estimate. In addition to helping to curb climate change, work to reduce the impact of climate risks and to increase resilience is important. Climate risks that have the most impact on our operations involve the reliability of our services as extreme weather conditions become more common. We have taken these risks into account by, for instance, ensuring a stable supply of electricity and considering floods caused by heavy rainfall when planning our telefacilities' operations.

Elisa Estonia joined the Rohetiiger (Green Tiger) programme to investigate, among other things, how the different aspects of environmental responsibility are being taken into account. A development plan and targets for the areas in which we can best help to curb climate change will be prepared based on the investigation results.

Our materiality analysis, which we updated in late 2020, identifies and prioritises key themes for Elisa and its stakeholders in terms of environmental responsibility and the other aspects of sustainable development. The most important themes for our environmental responsibility involve the use of renewable energy and the development of energy efficiency, the reduction of environmental impact by means of digital services and boosting the circular economy and recycling.



Climate work with stakeholders

Transparency allows us to respond to the expectations of our stakeholders and consolidate the achievement of our climate strategy.

We report our carbon footprint with the CDP disclosure aimed at international investors, where our result was yet again A-. Thousands of companies from all around the world participate in the annual CDP climate reporting.

Thanks to new technology and the optimisation of our mobile networks, we have clearly increased the effectiveness of our electricity consumption: we have reduced the electricity consumption per data bit by approximately 64 per cent from the level of 2016. With these actions and by purchasing zero-emission energy, we can reduce our carbon footprint, which has fallen by approximately 82 per cent since 2016.

Using 5G to improve energy efficiency

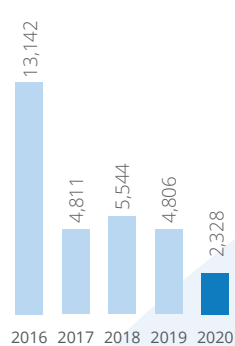
Electricity consumption forms a major part of the environmental footprint of digitalisation. All of the electricity we use in Finland and Estonia comes from renewable sources.

Using 5G enables the transfer of larger volumes of data in mobile networks. Even though new, modern technologies are clearly more energy-efficient than old ones, the growing volume of data will increase the demand for energy.

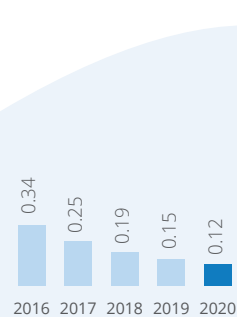
We are continuously working to make our use of electricity more efficient and to use new, more energy-efficient operating methods. We have signed the Finnish Energy Efficiency Agreement. We will continue to modernise our mobile network to increase its energy efficiency by, for instance, winding down 3G technology, and we will continue to improve utilisation of the network's electricity saving potential.



Elisa's carbon footprint
tCO₂



Energy efficiency of
mobile data transfer
kWh/GB



“

Liquid cooling can reduce the energy consumption of abase station by up to 30 per cent and its CO₂ emissions by up to 80 per cent.”

Karri Sunila, Senior Technology Developer

We curb climate change together

The first liquid-cooled 5G base station in the world, piloted by Elisa and Nokia, received an award in the Vuoden energianerokas ("Energy Genius of the Year") competition arranged by the Finnish Energy Authority and Motiva Ltd, the sustainable development company of the state of Finland. The technology allows the waste heat generated by an access point to be used to heat domestic water in a property, for example.

We determine the environmental impact of our services, of which the video service described in the illustration below is just one example. [Read more.](#)

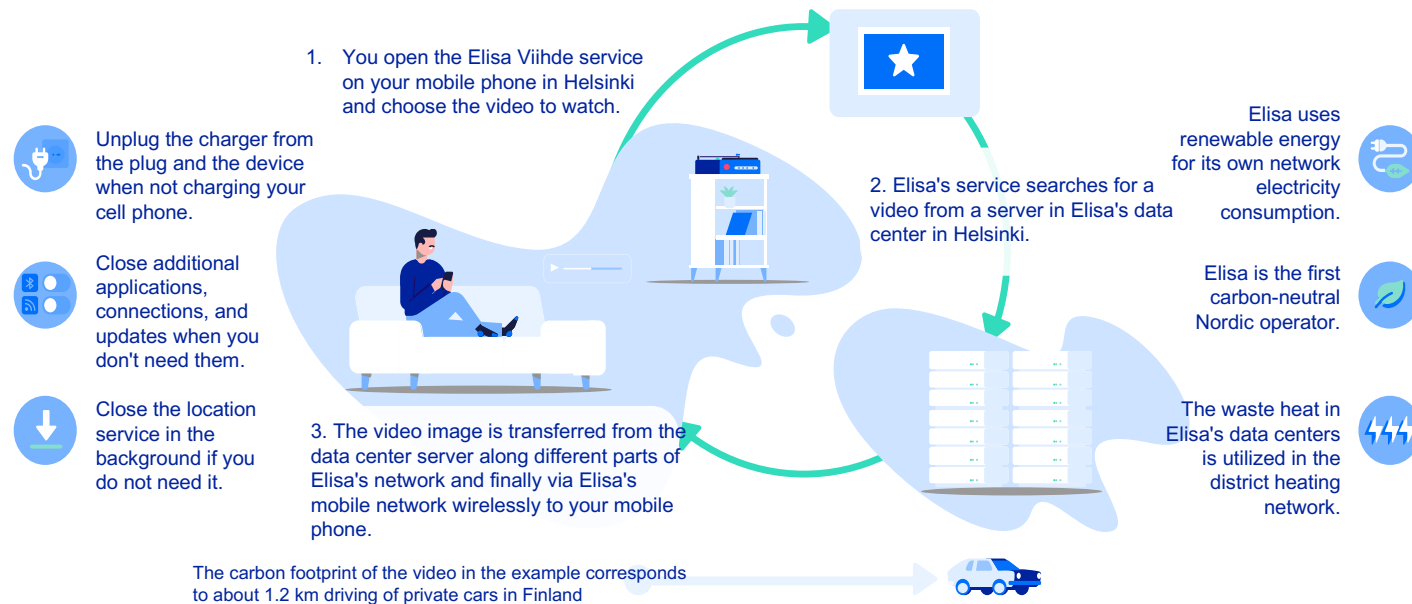
Thanks to Elisa's own energy actions, the carbon footprint of an Elisa subscription is neutral, but we want to support our customers in understanding the actual energy consumption level.

Circular economy and other environmental impacts

A significant part of the ICT industry's environmental impacts come from the manufacture of devices. As a service provider, we can reduce the environmental impacts of devices by, for instance, paying attention to the durability of the devices, by promoting the repair and reuse of devices through Fonum

stores and by effectively and appropriately recycling used devices. We encourage our customers to recycle their phones through the Elisa Vaihtoetu scheme, where we provide them compensation for a returned device and recycle the device in a secure manner, either to be reused or to be delivered to a WEEE point for recycling. Our sales personnel are provided with additional training on recycling. In addition, we sell devices and accessories where the impact during the entire lifecycle has been taken into account as part of the customer value from the very beginning through, for example, a modular structure or by using recycled materials.

Example of climate impacts of video streaming in Elisa's network





“

Enough waste heat to heat 400 detached houses is transferred to the district heating system from our data centre at Säteri in Espoo.”

Jukka Alikoski, Construction Manager

Recovering waste heat is part of the circular economy

We promote the circular economy and smarter use of resources by, among other things, utilising waste heat from data centres in district heating, by using district cooling to cool our facilities and by winding down old data centres.

The waste heat from our data centre in Tapiola has been used to heat homes and other properties in Espoo for ten years now. The waste heat from our head office is also used for district heating.

In 2020, we started recovering waste heat from our data centre at Säteri in Espoo in cooperation with Fortum. The district heat generated by the data centre’s hardware corresponds to the annual heating needs of 400 detached houses or up to 800 apartments. As the heating is not based on the combustion of fossil raw materials, the single site can reduce CO₂ emissions by 1,300–1,500 tonnes per year, which corresponds to the annual carbon footprint of 130–150 people in Finland.

We generate waste when building and maintaining our networks, offices and stores. We reuse and recycle equipment together with service providers to reduce the volume of waste generated. We handle our liability obligations as a producer in cooperation with the ICT Producer Co-operative, Recser Ltd and Finnish Packaging Recycling RINKI Ltd.

Turning climate challenges into business opportunities

As a leader in climate action, we want to do our part in resolving the needs generated by climate change as part of our existing business and in the form of new innovations.

We identify and prioritise the opportunities as part of our annual strategy process and the continuous development

of our business. Elisa aims at profitable growth by providing advanced digital services and IoT platforms that our customers can use to improve their energy efficiency, for example.

We also promote the development of sustainable digital society together with our stakeholders. For instance, we have been active in the preparation of a climate and environmental strategy for the ICT industry in a working group convened by the Ministry of Transport and Communications.

Major emission reductions in all industries are required to reach the target of a carbon neutral Finland by 2035. The ICT industry is a key player in the mitigation of climate change and in making the operating methods of society more environmentally friendly. As services become digital, we can reduce traffic emissions and optimise logistics and production in terms of the use of energy and raw materials. This will allow us to use resources more smartly and be part of the circular economy.

Reducing our customers’ emissions with our services

According to the Global System for Mobile Communications Association (GSMA), the handprint of ICT services may be ten times larger than the footprint of the industry. We assist our customers in reducing their CO₂ emissions by providing services that help our customers act effectively and in an environmentally friendly manner.

Elisa and Fonum stores offer customers an efficient way to recycle and repair their devices, as well as new, environmentally friendly options when purchasing devices.

Elisa Videra’s virtual conferencing services allow our customers to reduce their amount of travel.



We provide energy-saving solutions based on AI to operators so that their network devices will not remain switched on unnecessarily and waste electricity. An AI solution can reduce the network's operational expenditure by up to 14 per cent while reducing the operator's carbon footprint. The Elisa Automate Intelligent Energy Saver solution received the Silver Stevie prize at the International Business Awards 2020.

KIRSI VALTARI, Vice President

With Elisa Automate, network devices from our operator customers will not remain switched on unnecessarily and waste electricity. Elisa Smart Factory allows our customers to improve the energy and material efficiency of their operating units.

One example of the environmental benefits offered by 5G is an experiment by Helsinki City Construction Services, Stara and the Helsinki City Rescue Department, where a new type of drone service is used in cooperation with Forum Virium Helsinki, the innovation company of the city of Helsinki. The goal is to facilitate environmental management and the work of the rescue department while reducing the city's CO₂ emissions.

Through experiments, we are aiming to find new carbon handprint opportunities. As an example of such opportunities, we used 5G streaming in a unique live event monitoring white-tailed eagles, Merikotkalive, in collaboration with the city of Helsinki. This was fully compliant with Elisa's mission and a good example of how digital solutions can be used to protect endangered species.

Persistent climate work by Elisa employees

Our daily mission is to assist in increasing awareness of the effects of climate change and to reduce their impact or adapt to them. We aim to implement our mission by utilising our competencies in line with our continuous improvement model.

We provide sustainable development training to our personnel. We use video tutorials to advise and encourage our customers to recycle their electronics.

Our employees can influence their own emissions and Elisa's emissions as a whole by making smart choices when commuting, travelling on business and having their lunch. Elisa Ideal Work enables both efficient travelling and the reduction of emissions.

Elisa has been a forerunner in promoting remote working and flexible working methods. During the first quarter of 2020, even before the pandemics, remote working among elisians increased by 56 per cent, being 1.76 days per working week (1.13 in 2019). At the beginning of the pandemics a majority of Elisa personnel started working remotely and by the end of the year the average remote working was 3.35 days per week. In 2020, Elisa employees worked remotely for an average of 158 days (53 in 2019). Among elisians remote working has been perceived as fluent and more than 45 per cent of employees estimate that pandemic remote working experience will have essential impact on working methods also in the future.

In the Helsinki metropolitan region, we tested the use of city bikes for commuting in an attempt to reduce the use of private cars. We also studied how we could increase the amount of responsibly sourced raw materials in our lunch restaurants and launched a campaign together with our service provider to promote more sustainable eating at our lunch restaurants.

Read more about Elisa and environmental sustainability at <https://elisa.com/corporate/sustainability/environmental-responsibility/>.

Description of the report

Elisa's annual report consists of five parts: an annual review, a responsibility report, financial statements, a corporate governance statement and a remuneration statement. The annual report is published in Finnish at elisa.fi/vuosikertomus and in English at <https://corporate.elisa.com/annualreport>. The different sections can be downloaded as interactive PDF files.

This is Elisa's eighth verified responsibility report, published as part of the annual report. The responsibility report is also a statement of Elisa's non-financial information.

The verified report has been prepared according to the Global Reporting Initiative Standard requirements. In addition for the first time Elisa also reports non-financial information, referring to the SASB (Sustainability Accounting Standards Board) framework. This report shows how the current data is consistent with the recommended indicators in the SASB Telecommunications Services standard. We do not currently report all of the metrics included in the standard, but will continue to evaluate them in the future.

The Nasdaq Nordic ESG Reporting Guide has also been taken into account when preparing the report. The reporting period is the calendar year 2020. The Global Reporting Initiative index for 2020 is part of this report.

Elisa's management has decided to have the responsibility report assured by a third party. The 2020 corporate responsibility report is assured by KPMG Oy Ab. Limited

assurance covers the responsibility section of Elisa's 2020 annual report.

The reporting of key aspects covers all of the business functions and subsidiaries included in Elisa's consolidated financial statements: Consumer Customers, Corporate Customers, Production, Support Services and the subsidiaries.

The starting point for the reporting is the same scope as for the financial reports (the Elisa Group). Report does not include camLine GmbH acquired at the end of 2020. For some indicators, the scope has been limited due to a lack of reliable information. Any deviations from the limitations and changes in calculation methods are indicated in connection with the indicators. We will continue to develop the coverage of our reporting in these respects. The financial information is from the consolidated financial statements, and it complies with IFRS accounting principles.

With regard to environmental indicators, the most significant environmental effects of the parent company and its subsidiaries have been calculated in accordance with the GRI guidelines. The calculation of carbon dioxide emissions is based on the Greenhouse Gas Protocol Corporate Standard (www.ghgprotocol.org). The figures for Scope 3 are reported according to the GHG Protocol Corporate Value Chain standard. The reporting of Scope 2 emissions takes into account GHG Protocol Scope 2 instructions. For a description of the calculation method, please see our corporate

responsibility website. With regard to personnel, figures for both the parent company and subsidiaries are included. Structural changes in the Group are presented in more detail in the annual report.

The responsibility report is published annually. Previous reports are available at elisa.com/corporate/investors/.

Prior to 2013, we compiled an index describing responsibility measures based on the GRI's sustainable development reporting guidelines in 2011 and 2012. The publication date for the 2020 report is 17 March 2021.

Contacts

Minna Kröger
Director, Corporate Responsibility
Elisa Corporation
minna.kroger@elisa.fi
Tel. +358 50 572 7620

Responsibility
<https://elisa.com/corporate/sustainability/>
Investor relations
<https://elisa.com/corporate/investors/investor-relations/>

Independent Assurance Report to the Management of Elisa Corporation

This document is an English translation of the Finnish report.

We have been engaged by the Management of Elisa Corporation (hereafter "Elisa") to provide limited assurance on corporate responsibility indicators presented in the Responsibility section of Elisa's Annual Report 2020 (hereafter "Corporate Responsibility Information") for the year ended 31 Dec 2020.

Management's responsibilities

The Management of Elisa is responsible for the preparation and presentation of the Corporate Responsibility Information in accordance with the reporting criteria, i.e. *GRI Sustainability Reporting Standards* and *SASB Telecommunication Services Sustainability Accounting Standard version 2018-10*, and the information and assertions contained within it. The Management is also responsible for determining Elisa's objectives with regard to sustainable development performance and reporting, including the identification of stakeholders and material issues, and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

Our responsibilities

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed. We conducted our assurance engagement on the Corporate Responsibility Information in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board IAASB. That Standard requires that we plan and perform the engagement to obtain limited assurance about whether the Corporate Responsibility Information is free from material misstatement.

KPMG Oy Ab applies International Standard on Quality Control ISQC 1 and accordingly maintains a comprehensive

system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants IESBA, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Procedures performed

A limited assurance engagement on Corporate Responsibility Information consists of making inquiries, primarily of persons responsible for the preparation of information presented in the Corporate Responsibility Information, and applying analytical and other evidence gathering procedures, as appropriate. In the engagement, we have performed the following procedures, among others:

- Interviewed the members of Elisa's senior management and relevant staff responsible for providing the Corporate Responsibility Information;
- Assessed the application of the *GRI Sustainability Reporting Standards* and *SASB Telecommunication Services Sustainability Accounting Standard version 2018-10* reporting principles in the presentation of the Corporate Responsibility Information;
- Assessed data management processes, information systems and working methods used to gather and consolidate the Corporate Responsibility Information;
- Reviewed the presented Corporate Responsibility Information and assessed its quality and reporting boundary definitions;
- Assessed of the Corporate Responsibility Information's data accuracy and completeness through a review of the original documents and systems on a sample basis and;

- Conducted a site session to review the Corporate Responsibility Information on one of Elisa's sites.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Inherent limitations

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. Therefore fraud, error or non-compliance may occur and not be detected. Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and estimating such data.

Conclusion

Based on the procedures performed and the evidence obtained, as described above, nothing has come to our attention that causes us to believe that the information subject to the assurance engagement is not prepared, in all material respects, in accordance with the *GRI Sustainability Reporting Standards* and *SASB Telecommunication Services Sustainability Accounting Standard version 2018-10*.

Helsinki, 16 March 2021
KPMG Oy Ab

Toni Aaltonen
APA

Tomas Otterström
Partner, Advisory

Signatures to the corporate responsibility and non-financial report

Helsinki, 4 March 2021

Anssi Vanjoki, chairman of the board

Veli-Matti Mattila, CEO

Clarisse Berggårdh

Kim Ignatius

Topi Manner

Eva-Lotta Sjöstedt

Seija Turunen

Antti Vasara

GRI index and data

Abbreviations:

EW = Elisa corporate web page;
EWI = Elisa Investor web pag ;
EWG = Elisa Governance web page;
EWS = Elisa Sustainability web page;

CGR = Corporate Governance report 2020;
CRR = Corporate Remuneration report 2020;
AR = Annual report 2020;
SR = Sustainability report 2020

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
GRI 102: GENERAL DISCLOSURES (GRI 102, 2016 standard) - Scope: Elisa Corporation					
1. Organizational Profile					
102-1	Name of the organization	EWG - Articles of Association.		X	
102-2	Activities, brands, products, and services	EW - Elisa in brief. Elisa Brands: Elisa, Elisa Saunalahti, Elisa Viihde, Elisa Teleteenused, Elisa Santa Monica, Elisa Automate, Polystar, Elisa Smart Factory, Elisa Videra.		X	
102-3	Location of headquarters	EWI - Basic information on the Group.		X	
102-4	Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	SR, p.19.		X	
102-5	Ownership and legal form	EWI - Shareholder structure.		X	
102-6	Markets served	AR - Financial statements 2020; SR, p.19.		X	
102-7	Scale of the organization	AR - Financial statements 2020.		X	
102-8	Information on employees and other workers	GRI data.		X	
102-9	Supply chain	EW - Suppliers, Sustainable supply chain; EWS - Responsible procurement and partnerships; SR - Responsible procurement and partnerships, p.25.		X	
102-10	Significant changes to the organization and its supply chain	AR - Financial statements 2020.		X	
102-11	Precautionary Principle or approach	EWG - Risk management and control CGR - III Descriptions of internal control procedures and main features of risk management systems, p.14.			
102-12	External initiatives	EWS - Policies and guidelines; EWS - Indices and commitments.			
102-13	Membership of associations	EWS - Stakeholder dialogue.			
2. Strategy					
102-14	Statement from senior decision-maker	AR, p.4.		X	
102-15	Key impacts, risks, and opportunities	EW - Risk management. CGR - III Descriptions of internal control procedures and main features of risk management systems, p.14.; SR, p.10; GRI data.		X	

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
3. Ethics and Integrity					
102-16	Values, principles, standards, and norms of behavior	EWS - Ethics and compliance/Code of conduct.		X	UN SDG 16.3.
102-17	Mechanisms for advice and concerns about ethics	EWS - Whistleblowing.		X	UN SDG 16.3.
4. Governance					
102-18	Governance structure	EWG - Governance structure; EWG - Charter and committees; CGR - Board committees, p.8. - 9.		X	
102-19	Delegating authority	EWS - Management and KPIs; SR - Management, p.8.		X	
102-20	Executive-level responsibility for economic, environmental, and social topics	CGR - Elisa's governance structure, p.3.; EWG - Governance; SR - Management, p.8.		X	
102-21	Consulting stakeholders on economic, environmental, and social topics	EWS - Social responsibility/Diverse customers; EWS - Materiality; SR, p.4 and p.8.		X	UN SDG 16.7.
102-22	Composition of the highest governance body and its committees	EWG - Governance; CGR - Elisa's governance structure, p.3.		X	UN SDG 5.5.; UN SDG 16.7.
102-23	Chair of the highest governance body	EWG - Governance; CGR - Elisa's governance structure, p.3.		X	UN SDG16.6.
102-24	Nominating and selecting the highest governance body	EWG - Appointment and diversity principles for Board members.		X	UN SGD 5.5.; UN SDG 16.7.
102-25	Conflicts of interest	EWG - Governance/Insider and related party policy ; /Transactions of managers; /Management holdings; CGR - Independence of Board members, p.8.		X	UN SDG 16.6.
102-26	Role of highest governance body in setting purpose, values, and strategy	CGR - Charter of the Board of Directors, p.4., p.5.; SR, p.8.		X	
102-28	Evaluating the highest governance body's performance	CGR - Governance structure, p.3; Charter of the Board of Directors, p.4., p.5.		X	
102-29	Identifying and managing economic, environmental, and social impacts	CGR - III Descriptions of internal control procedures and main features of risk management system; Controls, Auditing, p.14.; SR, p.8.		X	UN SDG 16.7.

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
102-30	Effectiveness of risk management processes	CGR - III Descriptions of internal control procedures and main features of risk management system; Controls, Auditing, p.14.; EWG - Risk management; SR, p.10.		X	
102-31	Review of economic, environmental, and social topics	SR, p.8.		X	
102-32	Highest governance body's role in sustainability reporting	SR - Board signatures, p.35.		X	
102-33	Communicating critical concerns	EWS - Whistleblowing. Elisa management board of administration reviews the critical concerns reported through whistleblowing channel taking care of the anonymity.		X	
102-35	Remuneration policies	CRR.; EWG - Remuneration policy.		X	
102-36	Process for determining remuneration	CRR.; EWG - Remuneration policy.		X	
102-37	Stakeholders' involvement in remuneration	CRR.; EWG - Remuneration policy.		X	UN SDG 16.7.
5. Stakeholder Engagement					
102-40	List of stakeholder groups	EWS - Materiality; EWS - Stakeholder dialogue.		X	
102-41	Collective bargaining agreements	GRI data.		X	
102-42	Identifying and selecting stakeholders	EWS - Materiality; EWS - Stakeholder dialogue.		X	
102-43	Approach to stakeholder engagement	EWS - Materiality; EWS - Stakeholder dialogue; SR, p.8.		X	
102-44	Key topics and concerns raised	EWS - Materiality and Stakeholder dialogue.; SR, p.8.		X	
6. Reporting Practice					
102-45	Entities included in the consolidated financial statements	SR - Description of the report, p.33.			
102-46	Defining report content and topic Boundaries	SR - Description of the report, p.33.			
102-47	List of material topics	EWS - Sustainability goals Sustainability Key Figures (2014 onwards); EWS - Materiality; GRI data.			

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
102-48	Restatements of information	SR - Description of the report, p.33.			
102-49	Changes in reporting	SR - Description of the report, p.33.			
102-50	Reporting period	SR - Description of the report, p.33.		X	
102-51	Date of most recent report	SR - Description of the report, p.33.		X	
102-52	Reporting cycle	SR - Description of the report, p.33.		X	
102-53	Contact point for questions regarding the report	SR - Description of the report, p.33.		X	
102-54	Claims of reporting in accordance with the GRI Standards	SR - Description of the report, p.33.		X	
102-55	GRI content index	SR - Description of the report, p.33.		X	
102-56	External assurance	SR - Assurance report, p.34.		X	

TOPIC SPECIFIC CONTENT- Scope: Elisa Corporation, unless otherwise stated

GRI 103: MANAGEMENT APPROACH (GRI 103, 2016 standard)

103-1	Explanation of the material topic and its Boundary	EWS - Materiality and Stakeholder dialogue. SR - Index, p.1, Description of the report, p.33;			
103-2; 103-3	The management approach and its components; Evaluation of the management approach				
	Indirect economic impacts, DMA (Disclosures on Management Approach)	EWS - Economic responsibility; SR - Targets and performance, p.7.; Management and stakeholder cooperation, p.8.;		X	
	Energy, DMA	EW - Research and development; EWS - Environmental responsibility; SR - Targets and performance, p.7.		X	
	Emissions, DMA	EWS - Environmental responsibility; SR - Targets and performance, p.7.		X	
	Products and services, DMA	EWS - Environmental responsibility; SR - Targets and performance, p.7., p.32.		X	
	Effluents and waste, DMA	EWS - Environmental responsibility; SR - Targets and performance, p.7. Scope: Elisa Finland.		X	
	Compliance, DMA	EWS - Code of Conduct.		X	
	Marketing Communications , DMA	EWS - Social responsibility/diverse customers; Digital responsibility/Safety, security and services for everybody; EW - Customer service; SR - Targets and performance, p.7.		X	
	Customer privacy, DMA	EWS - Digital responsibility/Cyber security and privacy; EW - Customer service; SR - Targets and performance, p.7.		X	

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
	Customer Health and Safety, DMA	EWS – Digital responsibility; SR, p.16.		X	
	Employment, DMA	EWS - Social responsibility/Responsible employer; SR - Targets and performance, p.7. ; AR, p.15.		X	
	Diversity and Equal Opportunity , DMA	EWS - Social responsibility/Responsible employer; SR - Targets and performance, p.7. , p.19.		X	
	Occupational Health and Safety , DMA	EWS - Social responsibility/Responsible employer; SR - Targets and performance, p.7.		X	
	Training and Education , DMA	EWS - Social responsibility/Responsible employer; SR - Targets and performance, p.7.;		X	
	Non-discrimination , DMA	EWS - Social responsibility/Responsible employer; EWS - Ethics & Compliance/Code of conduct, Human rights policy,; SR - Targets and performance, p.7., p.10., p.19.		X	
	Security Practices, DMA	EWS - Digital responsibility/cyber security and privacy; EW - Customer service; SR - Targets and performance, p.7.		X	
	DMA, Anti-corruption	EWS - Ethics and compliance/Code of conduct, Anti-corruption and bribery policy; SR, Targets and performance, p.7., p.10.		X	
	Public Policy, DMA	EWS - Management; Stakeholder dialogue; Ethics and compliance/Code of conduct, Anti-corruption and bribery policy; GRI data.		X	
GRI 201: ECONOMIC PERFORMANCE (GRI 201, 2016 standard)					
201-1	Direct economic value generated and distributed	GRI data.			UN SDG 5.1.;UN SDG 9.1.; UN SDG 9.4.; UN SDG 9.5.
201-2	Financial implications and other risks and opportunities due to climate change	GRI data.			UN SDG 13.1.

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
GRI 203: INDIRECT ECONOMIC IMPACTS (GRI 203, 2016 standard)					
203-1	Infrastructure investments and services supported	EWS - Digital responsibility; GRI data.			UN SDG 5.4.; UN SDG 9.1.; UN SDG 9.4.
203-2	Significant indirect economic impacts	EW - Research and development; EWS - Social responsibility/Responsible employer, Digital responsibility, Environmental responsibility.			
GRI 205: ANTI-CORRUPTION (GRI 205, 2016 standard)					
205-2	Communication and training about anti-corruption policies and procedures	EWS - Policies and guidelines (public policy); GRI data.		X	UN SDG 16.5.
205-3	Confirmed incidents of corruption and actions taken	GRI data.		X	Un SDG 16.5.
GRI 302: ENERGY (GRI 302, 2016 standard)					
302-1	Energy consumption within the organization	Elisa energy and CO₂ -emission disclosure 2020; GRI data.	Sold energy will be reported for the first time in 2021 for next full reporting period	X	UN SDG 13.1.
302-3	Energy intensity	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	
302-4	Reduction of energy consumption	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	
GRI 305: EMISSIONS (GRI 305, 2016 standard)					
305-1	Direct (Scope 1) GHG emissions	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	UN SDG 13.1.
305-2	Energy indirect (Scope 2) GHG emissions	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	UN SDG 13.1.
305-3	Other indirect (Scope 3) GHG emissions	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	UN SDG 13.1.
305-4	GHG emissions intensity	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	UN SDG 13.1.
305-5	Reduction of GHG emissions	Elisa energy and CO₂ -emission disclosure 2020; GRI data.		X	UN SDG 13.1.

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
GRI 306: EFFLUENTS AND WASTE (GRI 306, 2016 standard)					
306-2	Waste by type and disposal method	GRI data. Elisa has used its own waste breakdown. Scope: Elisa Finland.		X	
306-3	Significant spills	GRI data. Scope: Elisa Finland.		X	
GRI 307: ENVIRONMENTAL COMPLIANCE (GRI 307, 2016 standard)					
307-1	Non-compliance with environmental laws and regulations	GRI data.		X	UN SDG 16.3.
GRI 401: EMPLOYMENT (GRI 401, 2016 standard)					
401-1	New employee hires and employee turnover	GRI data.		X	UN SDG 5.1.; UN SDG 5.4.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	GRI data.			UN SDG 5.4.
GRI 403: OCCUPATIONAL HEALTH AND SAFETY (GRI 403, 2018 standard)					
403-1	Occupational health and safety management system	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.20., p.25.	Elisa discloses this indicator own way.		
403-2	Hazard identification, risk assessment, and incident investigation	EWS - Social responsibility/Responsible employer, Wellbeing and safety; Digital responsibility/The use of mobile network is safe; SR, p.16., p.20.	Elisa's internal operating instructions cover proactive occupational well-being, safety training, as well as operating instructions in the event of anomalies and threats, and safety risk management. Elisa operates in the construction of base stations in accordance with the regulations of the Radiation and Nuclear Safety Authority (STUK) and complies with laws and official regulations in all its operations. In Finland, the authority's decisions are based on numerous scientific research results, according to which base stations do not exceed the limit values for electromagnetic radiation. We carry out a safety assessment for new base stations.		

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
403-3	Occupational health services	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.18., p.20.	Elisa discloses this indicator own way.		
403-4	Worker participation, consultation, and communication on occupational health and safety	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.18., p.20.	Elisa discloses this indicator own way.		
403-5	Worker training on occupational health and safety	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.18., p.20.			
403-6	Promotion of worker health	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.18., p.20.			
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	EWS - Social responsibility/Responsible employer, Wellbeing and safety; SR, p.18., p.20.	Elisa's internal operating instructions cover proactive occupational well-being, safety training, as well as operating instructions in the event of anomalies and threats, and safety risk management.		
403-8	Workers covered by and OHS management system (Health and Safety Committees)	GRI data, SR, p.20.	Elisa discloses this indicator own way.		
403-9	Work related (occupational) injuries.Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	GRI data, SR, p.20.	Elisa discloses this indicator own way.		
403-10	Work related (occupational) diseases.	GRI data, SR, p.20.	Elisa discloses this indicator own way.		
GRI 404: TRAINING AND EDUCATION (GRI 404, 2016 standard)					
404-1	Average hours of training per year per employee	GRI data.		X	UN SDG 4.3.; UN SDG 4.4.; UN SDG 4.5.;UN SDG 5.1.
404-2	Programs for upgrading employee skills and transition assistance programs	AR - Personnel review, p.14., p.15.		X	UN SDG 5.1.
404-3	Percentage of employees receiving regular performance and career development reviews	GRI data.		X	UN SDG 5.1.

GRI Indicator	Description	Response or comment	Omission	UN Global Compact	UN Sustainable Development Goals
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (GRI 405, 2016 standard)					
405-1	Diversity of governance bodies and employees	GRI data.		X	UN SDG 5.1.
GRI 406: NON-DISCRIMINATION (GRI 406, 2016 standard)					
406-1	Incidents of discrimination and corrective actions taken	GRI data.		X	UN SDG 5.1.
GRI 410: SECURITY PRACTICES (GRI 410, 2016 standard)					
410-1	Security personnel trained in human rights policies or procedures	GRI data. Scope: Elisa Finland.		X	UN SDG 16.1.
GRI 414 SUPPLY CHAIN¹					
414-1	414-1 Suppliers that were screened using social criteria	SR, p.25.; GRI data.			UN SDG 5.2.; UN SDG 16.1.
414-2	414-2 Negative social impacts in the supply chain and actions taken	GRI data.			UN SDG 5.2.; 16.1.
¹ Elisa reports these indicators its own way.					
GRI 415: PUBLIC POLICY (GRI 415, 2016 standard)					
415-1	Political contributions	GRI data.		X	UN SDG 16.5.
GRI 416: CUSTOMER HEALTH AND SAFETY (GRI 416, 2016 standard)					
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	GRI data.			UN SDG 16.3.
GRI 417: MARKETING AND LABELING (GRI 102, 2016 standard)					
417-3	Incidents of non-compliance concerning marketing communications	GRI data.			UN SDG 16.3.
GRI 418: CUSTOMER PRIVACY (GRI 418, 2016 standard)					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI data.	In addition to Data Protection Ombudsman responses, Elisa does not report other complaints nor breaches.		UN SDG 16.10.

SASB index and indicators 2020 ¹

ACTIVITY METRIC (Elisa Corporation)

TC-TL-000.A	Number of wireless subscribers.	4.8 million.	
TC-TL-000.B	Number of wireline subscribers.	0.98 million.	
TC-TL-000.C	Number of broadband subscribers.	1.3 million.	
TC-TL-000.D	Network traffic (PB)	3.5 PB (3,465 TB) (average during business day including mobile and excluding fixed access)	We do not disclose our fixed network traffic numbers.

ACCOUNTING METRIC

Environmental Footprint of Operations - TC-TL-130a	Total energy consumed,	1,152,240 GJ	
	Percentage grid electricity,	92%	
	Percentage renewable	95%	
	Conversion factors used.	"Elisa energy and CO2 emission disclosure" document for conversion factors used: https://elisa.com/corporate/sustainability/environmental-responsibility/	
Data Privacy	PUE figure - 12 month average weighted PUE.	1,6 (Tapiola data centre).	PUE information from 2018 is being updated, for a larger number of sites.
	Description of policies and practices relating to behavioral advertising and customer privacy	EWS - Data protection; Processing of personal data is based on the organisation-wide Data Protection Policy, latest approval by Elisa Security Governance Board 16.6.2020. The data protection policy defines the implementation of data protection requirements at Elisa's operations. The policy is mandatory for Elisa, its subsidiaries, and suppliers based on the contracts. Most important additional data protection principles and guidelines complementing the policy are: Elisa's data protection principles and guidelines comprise the following sub-areas. • Data protection principles: Describes the grounds of the processing of data and issues related to ensuring and monitoring data • Processing of personal data: Defines the general principles for processing personal data • Confidentiality of communications and traffic data: Defines the general principles and roles related to communications and traffic data processing Business units have their separate instructions how to comply with the policies and principles.	
	TC-TL-220a.1;	EW - Markkinointiluvat ja asiakasviestintä (in Finnish). EW - Elisa's data protection principles. Elisa does not calculate or disclose this indicator. Elisa's privacy and data protection policies and customer guidelines describe what information we collect and for what purpose, and how we handle the information.	
	TC-TL-220a.2;		
	TC-TL-220a.3;		
	TC-TL-220a.4		
	Number of customers whose information is used for secondary purposes	Elisa reports significant legal consequences in Elisa's financial statements (Significant legal and regulatory issues, p.6.).	
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Elisa does not disclose law enforcement requests.	
	1. Number of law enforcement requests for customer information,		
	2. number of customers whose information was requested,		
3. percentage resulting in disclosure			

Data Security	1. Number of data breaches, 2. Percentage involving personally identifiable information (PII), 3. Number of customers affected	Elisa does not disclose data breaches.
TC-TL 230a.1 TC-TL 230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	Elisa's operational risk management is an ongoing process and is built into the organisation's normal operations. The process activates all Elisa employees and partners to identify and report risks related to processes, systems, technology and other operational functions. Operational risk management enables transparency in the potential adverse events and opportunities of operations, ensures business continuity and optimizes costs through risk assessment, management and monitoring. The process is compliant with ISO 27005 and ISO 31000 international standards. Elisa cyber security services are described in Elisa web pages (in Finnish).
Product End-of life Management	1. Materials recovered through take back programs (t) (Elisa Finland). 2. Percentage reused (Elisa Finland). 3. Percentage recycled (Elisa Finland). 4. Percentage landfilled (Elisa Finland).	321 t (we investigate supply channels for refurbishment devices of Elisa's repair services Fonus). 0% (we plan to add the weight of Fonus refurbishment services in future reporting). 95% 0%
TC-TL-440a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Elisa reports significant legal consequences in Elisa's financial statements (Significant legal and regulatory issues, p.6.).
Competitive Behavior & Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content (Mbps)	Elisa does not disclose download speed.
TC-TL-520a.1	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Elisa operates in markets where data services are generally unlimited. Risks and opportunities of net neutrality, paid peer review and zero rating are not significant. However, 5G can bring new opportunities (e.g., network slicing and optimized services). We follow the instructions of the authorities in net neutrality issues related to productization.
Managing systemic risks from technology disruptions	(1) System average interruption frequency and (2) customer average interruption duration Discussion of systems to provide unimpeded service during service interruptions	Elisa discloses interruption management development in Sustainability Report, p.15. Elisa does not disclose interruption duration. EWS - Digital responsibility.
TC-TL-550a.1		

¹SASB Standard: Technology & Communications Sector - Telecommunication Services Sustainability Accounting Standard, 2018-10, <https://www.sasb.org/>)

Economic responsibility indicators

201-1 Direct economic value generated and distributed

	2018	2019	2020
Net sales, EUR million ¹	1,832	1,844	1,895
Suppliers and partners	890	868	888
Personnel remuneration	311	320	326
Dividends and interests	288	301	310
Taxes and other public obligations	66	68	69
Capital expenditure investments ²	254	256	266
Taxes, EUR, million ³	439	457	484
Corporate tax	66	68	69
Value-added tax	236	255	253
Income tax and withholding tax	101	102	121
Statutory employer's social insurance payments and other taxes	20	22	24
Public fees	16	10	17

¹ Incl. financial incomes.

² Capital expenditure investments differs from GRI definition. Investments excluding shares, licenses and rental agreements (IFRS 16).

³ Corporate tax based on Local GAAP, final amount will be confirmed by tax decision.

201-2 Financial implications and other risks and opportunities due to climate change

Risk	Description	Impact assesment	Risk management/opportunity
Extreme weather phenomena due to climate change	Climate change causes extreme weather phenomena, which can cause interruptions in Elisa's services from e.g. power failures, but also general uncertainty in countries where Elisa operates internationally.	Very likely on a short term. An increase in interruptive events will cause higher costs for personnel and replacement of broken equipment. Estimated costs, based on an actual severe case, vary between EUR 0.2-2.0m depending on frequency of events and other circumstances.	Elisa has in place a comprehensive real-time monitoring system for network disturbances, identifying problematic issues and enabling rapid repairs. We estimate that demand for real-time measurement and monitoring services provided by Elisa will increase in the future.
Average temperature changes due to global warming	Rising average temperatures and heat waves will increase the need for cooling in Elisa's telefacilities and other premises.	Very likely on a short term. Costs will increase due to higher electricity consumption incurred from investments in cooling systems. We estimate that the implication could be about 1% growth in electricity consumption which equals about EUR 0.1m.	Elisa has three data centres in the Helsinki metropolitan region, which direct their heat loss energy to district heating. We also utilise heat loss energy in our office environments. We see opportunities in scaling up energy efficiency innovations, such as our pilots with liquid-cooled base stations that harvest the heat loss to reuse it in buildings.
Increasing costs due to international GHG agreements	The Paris agreement strives to limit the average global temperature increase to 1.5°C, and to update national targets every five years to keep raising the ambitions.	Likely on a short-term. Estimated implications of carbon market pricing for Elisa are less than 1% of operational costs.	Elisa is in a comparably good position regarding EU Emission Trading System (ETS) schemes. We have been using carbon-free energy since 2014, and for example set science-based targets (SBTi) around the Paris agreement and signed up for Finland's energy efficiency agreement in line with the EED. We offer our customers carbon neutral services since 2020, at the same time leading the way among Nordic operators.
Increasing costs due to regulations and energy taxes	The Green Deal of the European Commission and national-level policy will most probably lead to new regulation related to greenhouse gas reduction. This will either directly or indirectly cause changes in taxation of electricity, transmission of electricity and related green house gas emissions.	Likely on a short-term. Average electricity price is expected to grow due to requirements regarding the production share of renewable energy. An estimated 4.8% price increase by 2023, would result in about EUR 1.27m higher electricity costs for Elisa.	Elisa has a group-wide working group managing energy efficiency and emission avoiding activities. We continuously manage our energy use, which brings also savings in operational costs, and improved CO ₂ savings in our mobile networks in 2020.
Stakeholders expecting higher level of climate action	Climate change increases the environmental awareness of Elisa's stakeholder groups. Demands for climate reporting to stakeholders is increasing, as well as the requirements for climate-friendly operations. This adds pressure on investments and operations.	Likely on medium term. According to the Sustainable Brand Index report 2019, are 36% of consumers willing to pay 10% more for sustainable products and services. Failure to take address this potential could result in a 3.6% lost opportunity in new revenue. From another perspective, negative confusion about our climate actions among consumers, might lead to a specific decline in demand for existing products..	We set ambitious targets for ourselves and are constantly working on ways to reduce our own carbon footprint still. Elisa's services add their handprint when building a lower carbon society. For example our new Elisa Automate, Elisa Smart Factory and Elisa Videra businesses bring means for our customers to reduce their own carbon footprint.
System shocks diverting attention from climate issues	Earth is a system, where climate change can radically affect natural ecosystems and unleash threats that directly or indirectly might cause world-wide system shocks, in a similar way to COVID-19. Such events might decrease revenues due to less demand for products and services or because of various supply chain issues. Attention among customers, and in a more harmful way upstreams in the value chain, might also be diverted from climate action for some time.	More likely than not on a long term. There are business implications when customers scale back operations and put investments on hold due to uncertainty. In some industries turnover fell by almost 20% or even more as a result of the COVID-19 pandemic, while the telecommunications sector in Europe on average seems to have suffered considerably less.	In times of transformation, adaptability becomes a vital capability. This always means that we take care of our basic tasks in all circumstances, and help society accommodate to a difficult new situation, while actively innovating new ways to support those in the most vulnerable positions. We can help our customers cope with even dramatic change by supporting them when taking a digital leap and e.g. adapt to a new normal of distance work.

203-1 Development and impact of infrastructure investments and services supported

	2018	2019	2020
Capital expenditure, EUR million ¹	254	256	266
CAPEX/revenue, % ²	12	12	12

¹ Investments are mainly commercial investments.

² 2020 figure does not include rentals nor shares.

Social and economical responsibility

Own indicator :Mobile works solutions in Elisa

	2018	2019	2020
Distance working days/person/year	72	53	158

PRODUCT RESPONSIBILITY

416-2 Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes

No incidents in 2020.

417-3 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes

One clarified case during 2020 which did not result in a supervisory decision.

418-1 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

6 substantiated complaints in 2020. Which of 6 were submitted by Data Protection Ombudsman and they were related to personal data processing practices in Elisa. All requests were answered within time limits. Elisa does not report other complaints nor breaches.

LABOR PRACTICES AND DECENT WORK

102-8 Total Number of Employees by Employment Contract, Employment Type, Region and Gender ¹

	2018	2019	2020
Personnel in total, 31.12.2020	5,468	5,617	5,744
Permanent contract	5,335	5,515	5,649
Finland	4,236	4,267	4,349
Estonia	989	962	971
Sweden			146
Spain			65
Other countries	110	286	118
Men	3,572	3,773	3,859
Women	1,763	1,742	1,790
Gender not announced			0
Temporary contract	133	102	95
Finland	85	52	57
Estonia	46	46	34
Sweden			3
Spain			1
Other countries	2	4	0
Men	65	50	49
Women	68	52	45
Gender not announced			1
Full-time employees	4,464	4,553	4,711
Finland	3,427	3,377	3,488
Estonia	936	908	923
Sweden			145
Spain			65
Other countries	101	268	90
Men	2,924	3,045	3,176
Women	1,540	1,508	1,535
Gender not announced			0

Part-time employees	1,004	1,064	1,033
Finland	895	942	918
Estonia	99	100	82
Sweden			4
Spain			1
Other countries	10	22	28
Men	713	778	738
Women	291	286	294
Gender not announced			1

¹ Other countries: Norway, France, Germany, Italy, United Kingdom, Russia, United States of America, China/Hong Kong, Singapore

102-41 Percentage of Total Employees Covered by Collective Bargaining Agreements	2018	2019	2020
	77%	76%	76%

401-1 Total number and rates of new employee hires and employee turnover by age group, gender and region ^{1,2}	2018	2019	2020
New employee hires	1,517	1,264	1,322
Finland	1,138	964	1,070
Estonia	338	249	182
Sweden			10
Spain			25
Other countries	41	51	35
Men	1,034	882	894
Women	483	382	428
Gender not announced			0
Under 30 years	976	898	935
30-39 years	357	216	227
40-49 years	138	106	115
Over 49 years	46	44	45

Terminated employments	1,418	1,267	1,184
Finland	1,095	958	954
Estonia	310	269	192
Sweden			12
Spain			7
Other countries	13	40	19
Men	883	829	793
Women	535	438	391
Gender not announced			0
Under 30 years	851	745	765
30-39 years	256	278	207
40-49 years	165	133	106
Over 49 years	146	111	106

1 Elisa has reported the indicator its own way: Employee turnover is missing.

2 Other countries: Norway, France, Germany, Italy, United Kingdom, Russia, United States of America, China/Hong Kong, Singapore

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation

Based on collective agreements our occupational health, insurance, parental leave or pension benefits are not dependent on the duration or part-time nature of employment.

403-8 Workers covered by and OHS management system (Health and Safety Committees) Percentage (%)¹

	2018	2019	2020
Elisa is reporting this indicator in its own way. Share (%) of employees covered by OHS management system is reported	98%	95%	97%

403-9, 403-10 Work related (occupational) injuries and ill-health. Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender¹

	2018	2019	2020
Injury rate (IR)			
Finland			
Commuting injuries	6	7	4
Working time injuries	5	5	3

Estonia			
Commuting injuries	0	1	0
Working time injuries	0	1	1
Sweden			
Commuting injuries	N/A	N/A	0
Working time injuries	N/A	N/A	0
Spain			
Commuting injuries	N/A	N/A	0
Working time injuries	N/A	N/A	0
Other Countries			
Commuting injuries	0	3	0
Working time injuries	6	3	0
Lost day rate (LDR)			
Finland ³	39.6	184.7	161.1
Estonia	0,0	0,0	0,0
Sweden	N/A	N/A	0,0
Spain	N/A	N/A	0,0
Other Countries	0,0	0,0	0,0
Occupational disease rate (ODR)			
Finland	0,0	0,0	0,0
Estonia	0,0	0,0	0,0
Sweden	N/A	N/A	0,0
Spain	N/A	N/A	0,0
Other Countries	0,0	0,0	0,0
Absentee rate (AR)			
Finland ³	2,6%	3,0%	3,0%
Estonia	6,2%	6,6%	3,7%
Sweden	N/A	N/A	0,0 %
Spain	N/A	N/A	1,7%
Other Countries	0.1%	0.2%	1.3%

Commuting injuries	40	44	27
Finland	40	42	27
Estonia	0	1	0
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	0	1	0
Contractors		0	0
Work time injuries (reported)	30	34	21
Finland	29	32	20
Estonia	0	1	1
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	1	1	0
Contractors		39	25
Occupational diseases	0	0	0
Finland	0	0	0
Estonia	0	0	0
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	0	0	0
Contractors			3
Lost day incidents³	34	156	137
Finland ³	34	156	137
Estonia	0	0	0
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	0	0	0
Contractors		57	59

Absentees ³	42,193	43,898	39,179
Finland ³	26,435	29,204	30,315
Estonia	15,743	14,609	8,406
Sweden	N/A	N/A	0
Spain	N/A	N/A	218
Other Countries	15	85	240
Work related fatal injuries	0	0	0
Finland	0	0	0
Estonia	0	0	0
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	0	0	0
Contractors		2	8
Work related fatalities (due to injuries or occupational ill-health)	0	0	0
Finland	0	0	0
Estonia	0	0	0
Sweden	N/A	N/A	0
Spain	N/A	N/A	0
Other Countries	0	0	0
Contractors		0	0

¹ 2020 reporting is based on GRI OHS2018 standard (2018 and previous years used GRI OHS2016 standard). Main contractors covering >80% of telecom network maintenance contracting (spend) in Finland and Estonia. Contractors are reported separately.

² Other countries: Norway, France, Germany, Italy, United Kingdom, Russia, United States of America, China/Hong Kong, Singapore.

³ 2019 figure corrected. 2019 onwards figure includes also lost days concerning commuting injuries organised by employee.

404-1 Average hours of training per year per employee by gender, and by employee category	2018	2019	2020
Gender			
Men	19	8	2
Women	20	11	1
Gender not announced	N/A	0	0
Employee category			
Senior management	35	5	0
Middle management	17	14	0
Other employees	19	8	3

404-3 Employees receiving regular performance and career development reviews, by gender and by employee category	2018	2019	2020
Employees receiving regular performance and career development reviews (%)	70%	79%	73%
Men	2,508	2,850	2,827
Women	1,340	1,421	1,390
Senior management	121	150	138
Middle management	802	887	934
Other employees	2,925	3,234	3,145

405-1 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	2018	2019	2020
Elisa's Executive Board	10	11	11
Women	2	2	2
Under 30 years	0	0	0
30-39 years	0	0	0
40-49 years	3	2	3
Over 49 years	7	9	8
Elisa's Board of Directors	7	7	7
Women	3	3	3
Under 30 years	0	0	0
30-39 years	0	0	0
40-49 years	1	1	1
Over 49 years	6	6	6
Management teams of business units ¹	84	85	93
Women	33	31	33
Under 30 years	0	0	0
30-39 years	10	6	5
40-49 years	46	42	49
Over 49 years	28	37	39

Corporate Responsibility Management Board	9	11	14
Women	4	6	9
Under 30 years	0	0	0
30-39 years	2	1	1
40-49 years	4	6	8
Over 49 years	3	4	5
Breakdown of personnel by gender			
Men	67%	68%	68%
Women	33%	32%	32%
Breakdown of personnel by age			
Under 30 years	26%	30%	26%
30-39 years	33%	25%	29%
40-49 years	24%	18%	26%
Over 49 years	17%	27%	19%

1 Scope Finland

HUMAN RIGHTS

406-1 Total number of incidents of discrimination and corrective actions taken

No confirmed incidents in 2020.

410-1 Percentage of security personnel trained in the organization's human right policies or procedures that are relevant to operations

Security personnel working permanently in Elisa Finland (100%) have conducted statutory training according to Finnish law and in addition they have been trained to Elisa Code of Conduct.

205-2 Communication and training on anti-corruption policies and procedures

Share of employees who have completed Code of conduct training.

65%

63%

84%

205-3 Confirmed incidents of corruption and actions taken

No confirmed incidents in 2020.

SUPPLY CHAIN ¹

414-1 Suppliers that were screened using social criteria

2018

2019

2020

n/a

116

76

414-2 Negative social impacts in the supply chain and actions taken

n/a

584

665

¹ Elisa reports these indicators its own way. JAC audits (76) include own audits (3). Correction actions JAC (665), of which own (52).

SOCIETY

415-1 Total value of political contributions by country and recipient/beneficiary

No political contributions in 2020.

Environmental responsibility indicators

102-11 Whether and how the precautionary approach or principle is addressed by the organization

The precautionary principle has been taken into account in accordance with statutory requirements.

302-1 Energy consumption within the organization (GJ)

Direct energy consumption by primary energy source (GJ)	2018	2019	2020
Usage of diesel and petrol	1,830	5,275	7,192
Usage of oil	4,264	4,088	2,754
Total direct energy consumption	6,094	9,363	9,946
Purchased renewable fuel	0	0	0
Indirect energy consumption by primary sources (GJ)	2018	2019	2020
Electricity	1,053,189	1,160,177	1,061,068
Heating	48,434	51,797	38,628
Cooling	41,233	41,588	42,598
Total indirect energy consumption	1,142,856	1,253,563	1,142,295
Renewable energy (electricity) ¹	975,600	975,600	1,007,460
Total energy consumption within organization²	1,148,950	1,262,926	1,152,240

¹ Hydropower.

² Additional information on Elisa's calculation principles for environmental reporting is available at: <https://elisa.com/corporate/sustainability/environmental-responsibility/>.

Sold energy will be reported for the first time in 2021 for next full reporting period.

302-3 Energy intensity¹

	2018	2019	2020
Mobile networks electricity consumption per transferred gigabyte (kWh/GB)	0.19	0.15	0.12

¹ Energy intensity figures have been revised retrospectively to year 2016.

302-4 Energy saved due to conservation and efficiency improvements (GJ)¹

	2018	2019	2020
Reuse of server generated heat (electricity)	41,234	41,588	42,598
Energy efficiency in mobile networks (electricity)	29,946	27,240	22,842
Total	71,180	68,828	65,440

¹ Additional information on Elisa's calculation principles for environmental reporting is available at: <https://elisa.com/corporate/sustainability/environmental-responsibility/>.
Goals for energy savings are set every half year.
Reporting of energy saved for 2020 has been simplified to better correspond with the exceptional pandemic circumstances (Ideal Work office spaces omitted).

305-1 and 305-2 Total direct and indirect greenhouse gas emissions by weight (tCO₂)¹

	2018	2019	2020
Scope 1, Direct greenhouse gas emissions	433	650	666
Scope 2, Indirect greenhouse gas emissions, market based ²	5,111	4,156	1,662
Scope 2, Indirect greenhouse gas emissions, location based	68,957	71,701	59,760

¹ Additional information on Elisa's calculation principles for environmental reporting is available at: <https://elisa.com/corporate/sustainability/environmental-responsibility/>.
Environmental sustainability key figures of previous years, including the 2016 SBTi baseline, is available at: <https://elisa.com/corporate/investors/financial-key-figures/sustainability-key-figures/>.
² District cooling energy usage is now 88% emission free.

305-3 Other relevant indirect greenhouse gas emissions by weight (tCO₂)¹

Sources of Scope 3 emissions	2018	2019	2020	Description	Figure includes
Purchased good and services ²	72,991	85,447	114,612	Relevant, calculated	Elisa Corporation Elisa Videra: Purchased products to sell and services
Capital goods	30,797	39,901	33,905	Relevant, calculated	Elisa Corporation: Purchased base stations and other network equipments
Fuel-and energy- related activities	3,134	3,480	3,502	Relevant, calculated	Elisa Finland and Elisa Estonia: Emissions of fuel for production of electricity used
Upstream transportation	680	209	165	Not relevant, calculated	Transportation of goods to Elisa and to Elisa's customers
Waste generated in operations ³	329	371	595	Not relevant, calculated	Elisa Finland waste and sewage water
Business travel	1,194	2,659	1 496	Relevant, calculated	Elisa Corporation
Employee commuting	4,523	2,180	1,349	Relevant, calculated	Elisa Corporation
Upstream leased assets	0	0	0	Not relevant, explanation provided	Consumption in rented sites is calculated in Scope 2.
Downstream transportation	0	0	0	Not relevant, explanation provided	Not relevant, Elisa is not selling transportation services
Processing of sold product	0	0	0	Not relevant, explanation provided	Not relevant, no processing of products
Use of sold product	7,886	12,450	14,984	Relevant calculated	Energy consumption of customers' devices. Electricity consumption of services is reported in Scope 2
End-of-life treatment of sold products	306	344	656	Relevant calculated	End-of-life treatment of products sold by Elisa
Downstream leased assets	0	0	0	Not relevant, explanation provided	Consumption of operators with leases is calculated in Scope 2. Elisa purchases renewable electricity
Franchises	0	0	0	Not relevant, explanation provided	Not relevant, no franchises
Investment	0	0	0	Not relevant, explanation provided	Not relevant, no significant credit management. Production investments reported elsewhere
Total	121,840	147,042	171,263		

¹ Additional information on Elisa's calculation principles for environmental reporting is available at: <https://elisa.com/corporate/sustainability/environmental-responsibility/>

Environmental sustainability key figures of previous years, including the 2016 SBTi baseline, is available at: <https://elisa.com/corporate/investors/financial-key-figures/sustainability-key-figures/>

² Emission factors of purchased goods updated for 2020.

³ Emission figures for waste have been revised retrospectively for 2018-2019.

305-4 GHG emissions intensity

	2018	2019	2020
Scope 1 and 2 emissions per revenue (kgCO ₂ /EUR)	0,003	0,003	0,001

305-5 Reduction of greenhouse gas emissions¹ (tCO₂)

Emission reductions in own operations

	2018	2019	2020
Emission savings in mobile network, scope 2	2,670	1,640	1,582
Use of renewable energy, scope 2	104,185	80,625	84,940
Emission compensation	0	0	5,770
	106,855	82,265	92,292

¹Additional information on Elisa's calculation principles for environmental reporting is available at: <https://elisa.com/corporate/sustainability/environmental-responsibility/>.

Goals for emission reductions are set every half year.

Reporting of emission reductions for 2020 has been simplified to better correspond with the exceptional pandemic circumstances (Ideal Work solutions omitted).

306-2 The overall weight of waste by type and disposal method (tonnes)¹

	2018	2019	2020
Total waste amount	1,070	1,014	1,009
Hazardous waste	208	242	401
Non-hazardous waste	862	772	608
WEEE (Waste Electrical and Electronic Equipment)	339	302	321
Recycling % ²	94%	98%	96%
Recovery %	2%	0%	0%
Landfill %	1%	0%	0%

¹Elisa has used its own waste breakdown.

Waste amounts not available for Elisa Estonia.

² 100% of non-hazardous waste to recycling, 90% of hazardous waste to recycling and 10% to final waste disposal.

306-3 Total number and volume of significant spills

No spills in 2020.

307-1 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

No non-compliances in 2020.